
RELIEF MARINE SUPERVISOR

The Role

To provide consistency within the Marine operations team and support the delivery of excellent customer service we are looking to recruit Marine Supervisors. An essential part of the management structure you will be a frontline leader and first point of contact for customers so a confident manner and customer focus are essential.

Reporting to the Operations Manager and working closely with the Portmaster, Marine Supervisors are responsible for maximising the customer experience by coordinating, supervising and assisting in the safe and efficient communication, movement, mooring and unmooring of vessels within the Port of Felixstowe and managing the operation of the Marine environment in accordance with local instructions and the Port Marine Safety Code. You will provide an essential link in the decision chain between VTS, pilots, vessels and Agents as well as with Port Operations.

Applicants are advised that if successful they will need to move permanently to the required shift pattern to take up the opportunity. Port Operatives would remain in their current shift pattern on completion of successful training

Key Requirements

- Forming and contributing in a proactive manner as well as delivering the operational and harbour plan, ensuring all elements of Marine activities are considered and are completed safely, on time and to all customer's expectations;
- Allocating and planning resource and drive activities in a cost effective way, while maintaining activity levels throughout the shift;
- Delivering current and new ways of working, equipment and technologies that underpin safety as well as supporting financial and service improvement;
- Acting as an integral part of the operations team contributing to the team's overall performance;
- Acting as an exemplar to customers and all external stakeholders, such as HHA
- Clearly communicating expectations and building trust through open and honest discussion.

For further information please refer to Job Description JD1150 Issue 1.

Who are we looking for?

Suitable applicants should meet the following criteria:

- Knowledge of Microsoft Office computer systems and the ability to learn other systems;
- VHF/GMDSS Certificate
- Previous Marine and or harbour experience
- Minimum 5 GCSE's or equivalent including Maths and English;
- Excellent written and verbal communication skills;
- Safety Matters or equivalent IOSH accredited qualification (or to be obtained within 6 months);
- A full UK Driving Licence.

Please apply via the Port-al. Disciplinary and absence records will be taken into account in shortlisting. The selection process will involve a competency based interview and psychometric assessment.