



JOB DESCRIPTION

JOB TITLE:	Tug Master – Dart Lower Ferry
REPORTING TO:	Team Leader
LOCATION:	Dart Lower Ferry
DIVISION:	Dart Lower Ferry
DEPARTMENT:	Commercial Services

Main purpose

To provide a safe, efficient, profitable and customer-focused ferry service for vehicles and passengers year-round. To assist in the smooth operation of the DLF including basic maintenance of infrastructure including slipways, launches, pontoons, tugs and floats

Key Tasks

1. To operate the ferry to the highest standard possible with full understanding and knowledge of how to negotiate tidal systems and their irregularities. Ferry operation may be in all weather conditions.
2. The well-being and safety of vehicles and passengers ensuring that all vehicles are stacked and parked in a safe manner so no damage can occur.
3. Conduct all safety and mechanical checks including: navigational equipment, VHF radios, LSA, FFE in accordance with log and defect reporting procedures.
4. Supervise the activities of float person whilst afloat and ensure service standards set by the Ferry Manager are maintained.
5. Work within safety management systems and reporting procedures ensuring frontline and, support staff have access to accurate and auditable information. This includes information held electronically and remotely where applicable. From time to time to review working practices and develop new ways of working to achieve efficiency. Responsibility includes accurate handling of moderate sums of cash and Card payments.
6. Undertake duties during unsocial hours including early mornings, evenings, weekends and public holidays on a regular basis.
7. Liaise with emergency services to ensure their equipment is safely and efficiently transported across the river or to the water borne emergencies (fire, medical, crime, etc.) as and when required.

8. From time to time liaise with and manage other agencies, contractors and Council Services relating to the Lower Ferry Service.

Customer Service

9. To abide by the objectives and targets of both the section and the Service, and follow the procedures and practices utilised in all aspects of the work, including computerised and manual systems and the maintenance of relevant records.
10. Manage customer interactions promptly and politely, collecting fares and issuing tickets using the handheld ticketing system
11. Work collaboratively with colleagues to identify and deliver improvements to customer service
12. Attend training courses as required
13. Adhering to the SHDC Impact structure

Safeguarding Children and Adults at Risk

14. The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

Other

15. When required, provide cover for staff absences. This may be required at short notice
16. Undertake other duties as may be reasonably required
17. Promote equality of opportunity in service delivery in all aspects of the role in line with corporate policies, training and procedures
18. Promote a culture that is supportive of the Councils' purpose, aims and values and take all reasonable steps to maintain good employee relations
19. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Councils' activities
20. The post holder must take reasonable care of their own health and safety and that of their colleagues. You are required to adhere to the Council's Health and Safety Policy and work in accordance with any health and safety guidance issued to you. The post holder must report to their Manager or the Safety Officer, any matter, which, in their opinion, may represent a serious and immediate danger to Health and Safety at work.

This job description sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.