



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Float Person – Dart Lower Ferry</b>
<b>REPORTING TO:</b>	<b>Team Leader</b>
<b>LOCATION:</b>	<b>Dart Lower Ferry</b>
<b>DIVISION:</b>	<b>Dart Lower Ferry</b>
<b>DEPARTMENT:</b>	<b>Commercial Services</b>

### **Main purpose**

Ensure safety of vehicles and customers during their embarkation, passage and disembarkation; to collect appropriate fares and issue tickets. When required, to assist with basic maintenance of Dart Lower Ferry infrastructure.

### **Key Tasks**

#### ***Safety***

1. Under the direction of the Tug-master, ensure the safe and efficient loading and unloading of vehicles and passengers
2. Under the direction of the Tug-master, respond correctly to emergencies to ensure staff and customer safety
3. Conduct routine safety and maintenance checks on vessels and equipment, reporting defects in accordance with defect reporting procedures
4. Compliance with all Health and Safety procedures and Safe Systems of Work e.g. wearing of lifejacket, radio and other PPE as appropriate at all times while on or near the water, and comply with all MCA regulations

#### ***Customer service***

5. Manage customer interactions promptly and politely, collecting fares and issuing tickets using the computer ticketing system
6. Work collaboratively with colleagues to identify and deliver improvements to customer service
7. Attend training courses as required
8. Adhering to the Council's IMPACT structure

### ***Safeguarding Children and Adults at Risk***

9. 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***

10. When required, provide cover for staff absences. This may be required at short notice
11. When required, assist with maintenance and repairs of DLF infrastructure including, slipways, launches, pontoons, tugs and floats
12. Undertake other duties as may be reasonably required
13. Promote equality of opportunity in service delivery in all aspects of the role in line with corporate policies, training and procedures
14. Promote a culture that is supportive of the Councils' purpose, aims and values and take all reasonable steps to maintain good employee relations
15. 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
16. 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.**