

Terminal Supervisor – Permanent Contract

Reports to: Duty Port Operations Manager / Assistant Duty Port Operations Manager

Permanent Line Manager: Duty Port Operations Manager

Salary: Band 7 – £31,067 to £35,235 p.a.

Shift allowance - £6,835 to £7,752 p.a.

Contractual overtime: £12,282 to £13,930 p.a.

(Gross pay including allowances £50,184 to £56,917 p.a)

Hours: An average of 44.63 hours per week (including weekends and bank holidays) worked over a variable shift pattern covering 24/7 operations:

- **Shift times: AM 0530-1500hrs, PM 1430-2100hrs, Night 2030-0600hrs**
- **Shift Pattern worked over a rolling 28 day period:**
- **2 AM, 1 PM, 4 Nights, 2 off.**
- **5 AM, 2 PM, 1 off**
- **4 PM, 3 Nights, 4 off**

The Service

Portsmouth City Council (PCC) controls all its maritime activities through the Port Service.

Portsmouth International Port (PIP) comprises the Cruise & Ferry Port (CFP), Flathouse and Albert Johnson Quays and the Camber.

What is the role?

Working as one of a team of Terminal Supervisors, the role requires you to work with colleagues whilst on shift, to oversee and supervise the day-to-day operations of the Port Service. The includes all aspects of security, freight and passenger operations, along with associated staff and contractors, ensuring operations are delivered in a safe, secure & environmentally sound & efficient manner.

Whilst on a night shift, there may also be some requirement to support the berthing master with mooring operations between 2359 and 0555 as requested by the DPOM.

The main duties are, but not limited to:

- Supervise all passenger related operations across ferry and cruise, directly liaising with customers and stakeholders as required.
- Supervise all security requirements and operations, directly liaising with the security contractor and their employees as required to deliver the ports statutory obligations.
- Supervise all freight activities, ensuring that the ports ro-ro freight aspects run smoothly and efficiently with the best use of the port footprint wherever possible. This includes the Border Control Post & any off-site locations, where required.
- Ensure the safe, secure & environmentally sound & efficient running of operations, as directed by the Duty Port Operations Manager and their assistants, in meeting the goals of the ports senior management team and delivering on all customer & stakeholder requirements.
- Respond to all security & emergency situations on the Port and in areas of its responsibility, as per port emergency and contingency plans.

- The role also requires the supervision (line management) of port (Portsmouth city council PCC) staff and contractors, in accordance with PCC policies, HR guidance & contractual elements.
- Ensure the smooth running and use of all port service buildings and infrastructure relating to security, passenger and freight handling.
- Ensuring all revenue that is recoverable by the port is done so in line with port directives and in accordance with PCC policies.
- Ensuring that any legal requirements of the port services operation are met, this includes, but is not limited to, maintaining the Customs Area control and inventory, adherence with the ISPS code & ensuring that the control of dangerous goods is adhered to.
- Work closely with the Cruise & Operational Support officers, to provide assistance on cruise customer requirements & expectations.
- Control, oversee & assist with training of operational staff, contractors and stakeholders.
- Undertake formal, informal, on and off-site training.
- Remain proficient in skill & capability to carry out the duties of the role, including gate and port control activities, in times of short notice/unplanned absence.
- Provide proactive liaison with all port users including shipping companies, statutory authorities, agents & contractors etc.
- Attend off site events & functions representing the port, as agreed with the Line Manager.
- Assist with, and lead elements of projects within the port.
- Undertake First Aid training and perform First Aid as required.
- Lead on the reviewing of procedures and practices to ensure that they remain relevant and up to date.
- Lead on the compilation and reviewing of associated Risk Assessments and Safe Systems of Work.
- Lead on staff briefings, toolbox talk sessions.
- Lead on site conditions checks and reports, including all major infrastructure & equipment.
- Reporting defects, especially those that pose a risk to personal safety and business continuity.
- Monitor and manage the ports contractor control, permit to work system and contractors working on site.
- Assist with financial reporting, budgetary control and invoicing.
- Support and as required, lead, on recruitment for posts that are directly line managed.
- Line handling for mooring operations as requested by the DPOM in support of operations.
- Any other duties that may be reasonably required.

Who is the person?

You must have:

- A background in a port environment across operational areas and activities, preferably with experience at supervisory level.
- Hold, or be in the process of completing a 'Managing Safely' Health & Safety course, or course of equal or higher standing.
- Good working knowledge and understanding of DGHR and ISPS code.
- Excellent computer skills using a variety of software packages.
- Excellent interpersonal and communication skills along with customer service skills, be customer focused and be able to demonstrate your ability in communicating with people at all levels including the general public, accurate spoken and written English.

- The ability to work as part of the wider team but also use own initiative to take control of situations effectively, efficiently and calmly.
- Be capable of critical thinking when decision making.
- Flexible in your approach to work tasks, in order to meet the demands of the business.
- VHF license holder.
- Experience in working outdoors in all weathers, as the role will entail significant amount of outside working.
- Be resilient and able to work in a high demand, service delivery led environment.
- Be fit and able to operate in a high-risk environment and be competent in conducting safety critical work.
- Hold a valid and clean, full UK driving license.
- Ability to work a shift pattern over a 24hr period and be flexible with regards to working duties & hours.

Desirable:

- Financial awareness and capable of managing costs to budget demands.
- A demonstrable history of personal and professional development.
- A desire to progress through formal and informal training and development

All employees and third parties working at the Portsmouth International Port are subject to the Substance Misuse - Drug & Alcohol Testing Policy and the Port reserves the right to carry out with cause and random testing. In line with Home Office requirements, employees must also register their personal details on the government's central database, Access Pass Holder Information Distribution System (APHIDS), as without this registration employees will be denied entry to the Restricted Area (RA) of Portsmouth International Port.

The role will require supplied uniform to be worn at all times, as well as personal protective equipment as directed by the service and in line with required safe systems of work and risk assessments.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.