



Terminal Supervisor

Salary: Band 7 - £39,948 to £45,307 per annum plus 22% shift allowance

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

Location: Portsmouth International Port

Contract type: Permanent

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.

As a service we take pride in our work by valuing others, focusing on what's important so that we make a real and positive difference. Our values are outlined in our Ways of Working and our Guiding Principles and if they reflect who you are and how you work then this could be the role that meets your expectations.

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. This 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 need:

1. A background in a port environment across operational areas and activities, preferably with experience at supervisory level.
2. Hold, or be in the process of completing a 'Managing Safely' Health & Safety course, or course of equal or higher standing.
3. Good working knowledge and understanding of DGHR and ISPS code.
4. Excellent computer skills using a variety of software packages.
5. 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.
6. The ability to work as part of the wider team but also use own initiative to take control of situations effectively, efficiently and calmly.



7. Be capable of critical thinking when decision making.
8. Flexible in your approach to work tasks, in order to meet the demands of the business.
9. VHF license holder.
10. Experience in working outdoors in all weathers, as the role will entail significant amount of outside working.
11. Be resilient and able to work in a high demand, service delivery led environment.
12. Be fit and able to work in a high-risk environment and of conducting safety critical working such as 'At Height' and wearing safety equipment such as 'Fall Arrest harness', Be capable of entering and exiting high vehicles and walking for extended durations.
13. Hold a valid and clean, full UK driving license.
14. Ability to work a shift pattern over a 24hr period and be flexible with regards to working duties & hours.

Desirable:

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

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

General Data Protection Regulation (GDPR)

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