



Terminal Supervisor

Salary: Band 7 - £32,061 to £36,363 per annum plus shift allowance and contractual overtime. Total per annum - £51,789.61 to £58,738.82 per annum

Hours per week: An 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 role involves supervising all port operations related to passengers, freight, and security, ensuring compliance with statutory and safety requirements. It includes managing staff and contractors, overseeing infrastructure and service buildings, responding to emergencies, and maintaining legal and financial accountability. The position also supports training, recruitment, stakeholder engagement, and project delivery, while ensuring operational efficiency, environmental responsibility, and customer satisfaction across ferry and cruise services.

Who is the person?

You need:

- Demonstratable experience of working 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 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.
- 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.

The ideal candidate will also have a background in a port environment as well as financial awareness and capable of managing costs to budget demands although these are not essential.

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)

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