

**GUERNSEY HARBOURS****PORT AND SECURE AREA HARBOUR ATTENDANT****PSE GRADE C****JOB DESCRIPTION****JOB SUMMARY:**

The post holder is a key member of the port operational team and will be required to uphold Port and Secure Area security, safety and operational principles and policies for the safe and efficient operation of the ports.

The post covers all Port Operations (24hrs) seven days a week, to include Bank Holidays and weekends.

**RELATIONSHIPS:**

The post holder will report to the Harbour Bosun (or deputy) and the Head of Port Operations who is the Line Manager. The Duty Harbourmaster will have operational authority over all Port and Secure Area Harbour Attendants to ensure the safe, secure and effective running of the port.

**MAIN DUTIES AND RESPONSIBILITIES:**

- To control access to the secure area at the vehicle security point during all hours of operation and conduct security access checks as required by the Port Facility Security Officer, in compliance with the International Ship and Port Facilities Code.
- To conduct ISPS Security Screening of Passengers and Vehicles entering the Restricted Area.
- To monitor all areas of the harbour, including public areas, and enforce port operational procedures and policies and applicable legislation.
- To provide support for tanker discharges at St Sampson's Harbour.
- To provide emergency support/resource i.e. in support of oil/chemical spills in the Harbour or beaches, public disorder control, establishing safety cordons and dealing with medical emergencies.
- To liaise with other Port Agents e.g. Condor, Sark Shipping Company etc to mitigate delays and interruption to services.
- To be responsible for traffic management during loading and discharging of Passenger vessels, ensuring efficient vessel turnarounds, safety reporting and hazard identification.
- To provide a presence and point of contact at the Passenger Terminal Building for members of the public and stakeholders.
- To ensure all harbour areas are clean and tidy and free from debris and obstruction.

- To undertake schedules of work regarding general maintenance in and around Harbour estate and safety checks. Involves driving work vehicles and operating machinery such as forklifts, paint sprayers, cherry pickers etc for which training will be given.
- To monitor public areas and enforce orders and directions in accordance with The Harbours Ordinance, 1989 (as amended) and the Special Constable responsibilities.
- To undertake basic administration and messenger services, including secure courier services for money to the finance section and mail delivery within the Harbour and to other service areas.
- To gather evidence for presentation to Law Enforcement in the event of critical incidents.
- To be responsible for issuing stores throughout Harbour areas, updating the inventory and other general stores duties.
- To prepare for events taking place on Harbour property. This includes liaising with relevant stakeholders and cleaning up/inspecting for damage after the event.
- To undertake such training as deemed necessary by Harbour Management.
- Any other duties as required which ensure the safe and secure operation of the Harbour.

The above gives a brief outline of the duties that the successful applicant will be expected to undertake, but is not intended to be limiting, as other duties may arise occasionally. It will be subject to review to ensure that the description and tasks reflects the current appropriate duties and responsibilities of the post holder.

## **KEY CRITERIA:**

### **ESSENTIAL**

1. Excellent customer focused approach.
2. Ability to develop good working relationships with a range of Harbour stakeholders.
3. A team player who is able to perform independently.
4. Good communication skills, with the ability to engage with a wide range of people and Harbour customers in a tactful and diplomatic manner.
5. Flexible in nature, possessing the ability to multitask and prioritise demands, with an ability to make decisions and work under own initiative.
6. Flexible in terms of working hours, able to adapt the working week to accommodate the changing demands of the Harbour operations.
7. Basic writing and computer skills (safety management systems involve use of databases, electronic mail, internet and intranet and data and log keeping).
8. A basic valid driving licence (higher categories (HGV etc.) desirable).
9. Applicants must be physically and medically fit.

### **DESIRABLE**

10. Experience of working in direct contact with the public.
11. Current Harbour experience, with an interest in Harbour and Nautical matters.

## **KEY COMPETENCIES/BEHAVIOURS:**

### **Leadership**

- Understand what is required of them in their role and the value of this contribution to team and Departmental priorities.

- Co-operate with and be open to the possibilities of change and consider ways to implement and adapt to change in their own working role.
- Investigate and respond to gaps, errors and irregularities in information.

### **Accountability**

- Gain the knowledge needed to follow the relevant legislation, policies, procedures and rules that apply to the job.
- Act in a fair and respectful way in dealing with others.
- Communicate in a way that meets and anticipates the customers' requirements and gives a favourable impression of the Harbour and Public Service.
- Work in an organised manner using own knowledge and expertise to deliver on time and on standard.

### **Teamwork**

- Write clearly in understandable plain language and check work for accuracy, spelling and grammar learning from previous inaccuracies.
- Proactively contribute to the work of the whole team.
- Recognise and take time to achieve own learning and development objectives.

### **SECURITY CHECK:**

The position of Port and Secure Area Harbour Attendant requires joining the Special Constabulary and applicants must therefore be of previous good character and be acceptable to the Chief Officer of Police.