

## JOB SUMMARY

<b>Post Title</b>	<b><i>Floating Bridge Officer</i></b>						
<b>Job Family</b>	<i>Service Delivery</i>	<b>Pay Range</b>	<i>06</i>	<b>Line Manager to others?</b>	<b>No</b>	<b>Role profile ref</b>	<i>SD065</i>
<b>Service Area</b>	<i>Neighbourhoods</i>						
<b>Line Manager</b>	<i>Floating Bridge Supervisor</i>						
<b>Location</b>	<i>Floating Bridge</i>						

### Job Purpose

The role is to operate Cowes Floating Bridge as one of a pair of trained crew members. One crew member will be designated as Master and the other will be designated as Mate. The role expects the crew member to undertake both roles when required.

The Master is responsible for the overall safe operation of the Floating Bridge service, and the Mate is responsible for ticket scans. Both operatives should always be active in their respective tasks; in particular in the loading and unloading of passengers and vehicles ensuring segregation on the slipways; complying with and where necessary interpreting both normal and emergency operating procedures

The vessel is to be operated in accordance with the Maritime and Coastguard Agency procedures for chain ferries and the current Domestic Safety Manual (DSM) to ensure the safety of all staff, passengers and all vessels using the River Medina in the vicinity of the floating bridge

### Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- The Master shall have overall responsibility for the safety and care of the Floating Bridge, all crew, any contractors, passengers and vehicles travelling on the Floating Bridge as well as navigating a safe passage across the river in accordance with Cowes Harbour Commission General Directions and any relevant Local Notice to Mariners. All crossings must be undertaken in a safe and consistent manner with due regard to the safety of other vessels operating in the river. The Master may be required to operate the Floating Bridge in conjunction with any other vessels which are required to assist the Floating Bridge to dock on Spring Ebb tides. Due regard must also be given at all times to operating the Floating Bridge smoothly.
- The Master must be aware of the wind speed and direction and the tidal flow on the River Medina and their impact on the Floating Bridge service.
- The Master must undertake a visual check at least once per shift of all the systems in the Pilot House and engine room in order to ensure that there is no evidence of fire or flood and record accordingly. It is the master's sole responsibility to decide if the vessel is fit for service and safe to operate.
- The Master will be required to supervise refuelling of the Floating Bridge and sign for the correct volume of fuel received.
- The Master and Mate must possess a detailed knowledge of the contents of the Floating Bridge DSM, have completed the Floating Bridge Competency Task Book and apply that knowledge on a consistent basis whilst on shift. All operatives must satisfactorily undertake identified training, refresher training and drills.
- The Master and Mate must maintain excellent record keeping, observational and listening skills as detailed logs must be completed and a visual and radio listening watch must be maintained throughout the hours the Floating Bridge is not in service.
- The Mate, whilst undertaking ticketing duties must scan all tickets, QR tickets and Saver Cards using a handheld terminal. Tickets will be printed, and receipts given to all vehicles when payment is made via the contactless payment system. At busy times the passenger ticket collector and Mate will assist each other with their respective duties. All equipment shall be placed in the charging cradles at the end of the shift.
- Certain cleaning duties will be required to be undertaken as part of the role; this includes daily cleaning of the chain chutes whilst the Floating Bridge is not in service.
- In the event of an emergency suspension of the service, the Floating Bridge Service Suspension Procedure must be adhered to including informing the Cabinet Member for Infrastructure Transport, the local ward members and Cowes and East Cowes Town Councils.
- All staff will be required to undertake training, briefing sessions and drills as set out in the DSM to ensure that they have and can demonstrate the subsequent necessary level of understanding and knowledge.

### Knowledge, Skills and Experience

<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
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Reliable, responsible.	<i>A mature and professional approach to master the vessel. Utilising judgement in delivering the service. Be aware of all health &amp; Safety requirements, marine regulations and act appropriately so not to endanger fellow crew, passengers or damage to the vessel.</i>	<b>E</b>	
Self-motivated with the ability to work to clearly defined targets / deadlines.	<i>The ability to work as part of a team with or without direct supervision, and the ability to use own initiative In the event on an incident the ability to think quickly, be confident in decision making, organised and able to multi-task.</i>	<b>E</b>	
Awareness and understanding of the customer's/business's needs.	<i>Able to assist and communicate clearly, tactfully, effectively and in a friendly manner with the public, displaying honesty and integrity at all times. Managing difficult/aggressive customers when required; this may include those under the influence of alcohol and other substances. Awareness of diversity and equality.</i>	<b>E</b>	
Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues.	<i>To be mindful of the environment and know the importance of dealing with fuel spills or oil leaks effectively. Vigilant and aware of the vessels operations and surroundings to ensure all issues are identified at the earliest opportunity</i>	<b>E</b>	
Safe and competent use of relevant equipment / tools.	<i>Good knowledge and understanding of regulations relating to operating a vessel on the River Medina and operating in a marine environment. Basic understanding of mechanical systems and a willingness to learn</i>		<b>D</b>
Knowledge of relevant health and safety procedures.	<i>Have an aptitude for, and willingness to undertake the identified learning and development required to demonstrate competency in the role; demonstrate the ability to absorb training quickly alongside, ongoing personal development and refresher training</i>	<b>E</b>	
Ability to communicate clearly with sensitivity and empathy to build trust both one to one and with groups.	<i>The ability to communicate effectively with customers, fellow crew and with other agencies and stakeholders including Cowes Harbour Commission, elected members, town councils, ship captains and pilots. Ability to deal with emergency situations in a calm, rational and logical manner</i>	<b>E</b>	
Ability to explain technical / legislative information with clarity and patience.	<i>Able to clearly relay information from DSM, Notice to Mariners and general Directions upon request</i>	<b>E</b>	
Ability to follow routines, carry out set plans, record and monitor information accurately.	<i>Capable of following oral and written instructions and agreed procedures for operation of the vessel (i.e. DSM)</i>	<b>E</b>	
Literate and numerate.		<b>E</b>	
Practical knowledge of ICT systems.	<i>Staff are required to use onboard ICT as part operating the vessel as well as operating handheld ticketing units</i>	<b>E</b>	
Able to maintain accurate records as and when required.	<i>Observant with good listening skills and the ability to accurately record information using</i>	<b>E</b>	

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	<i>written logs, incident reports and handheld terminals</i>		
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<b>Qualifications</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
May require relevant certifications including evidence of fluency in English language.		<b>E</b>	
GCSE level qualifications or equivalent experience	<i>English and Maths – GCSE grades 9-4 or equivalent experience</i>	<b>E</b>	
European Computer Driving Licence or equivalent	<i>Use of ICT equipment</i>		<b>D</b>
Completion of additional mandatory training relevant to the role	<i>Identified training includes, but is not limited, to: Cowes Harbour Commission Chain Ferry Operators Certificate (which includes an oral examination); Health and Safety Basics and Essentials (or Equivalent); Manual Handling; First Aid; Defibrillator; Sea Survival, Equality and Diversity; Fire Safety. VHF radio users.</i>	<b>E</b>	
<b>Other Requirements</b>			
Physically fit and mobile and able to pass ML5 Medical - Physical effort routinely required to remove Check Chains when the wind and tide are pushing the Floating Bridge North, moving chute plates etc. Able to work outside in all weathers			
Live locally and be prepared to attend work at short notice.			
Experience of shift work and working anti-social hours			
<b>Organisation Structure (optional)</b>			