

Role: Pier Manager	Business Function : Highlands & Islands Region
Reports to: Operations Manager – Highlands & Islands Region	Pay Band/Starting Salary: Grade 2 Upper £25,483 - £26,907 per annum
Location: Canna Harbour, Isle of Canna	Type of Contract: Permanent, Full Time
Terms & Conditions: Hours of work = 40 per week on 5 days out of 7 and at additional times to suit the needs of the job (this will include weekend duties and some evenings). Accommodation is available with the post	

JOB PURPOSE

Based on the island of Canna the Pier Manager role will be to manage the operation and maintenance of Canna Harbour and its environs in line with the Trust's operational, compliance and statutory obligations and the requirements of the Port Marine Safety Code.

CONTEXT

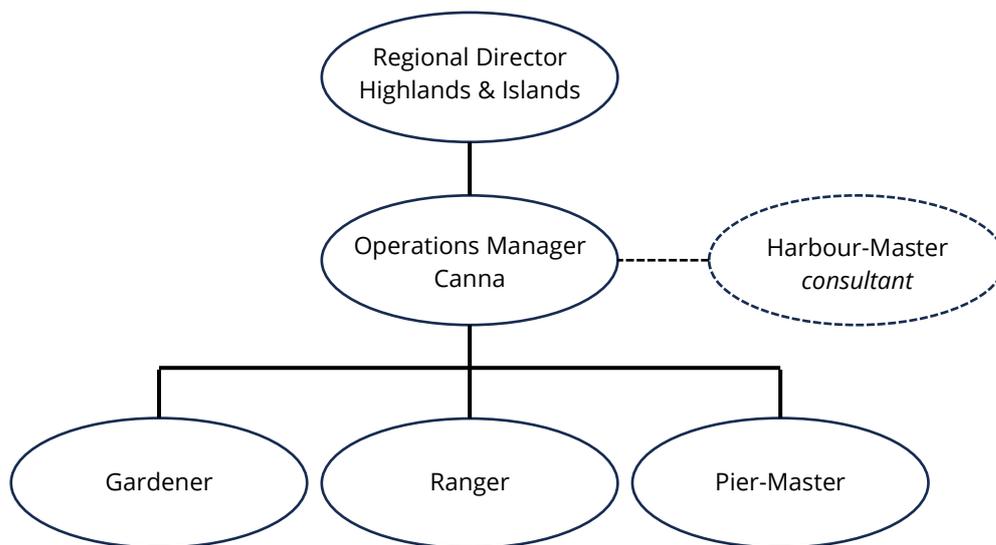
The Isle of Canna is one of a group of islands known as the Small Isles situated 19 miles off the coast of the nearest mainland port of Mallaig, Western Scotland. Canna Harbour is the only port owned and managed within the Trust portfolio and therefore there is a significant responsibility and accountability for the Trust to ensure the harbour is managed safely and efficiently.

Canna Harbour operates all year providing a vital link for the island community with the mainland. There is a regular ferry service provided by Caledonian MacBrayne which operates 6 times per week between March and October and 3 times per week in the winter months. In addition to the ferry service there are increasing numbers of other commercial and leisure vessels utilising the harbour facilities such as cruise ships, private yachts, RIBS and fishing vessels. The latest operational figures recorded show 13 international cruise ships (1063 passengers), 26 sailing boats (613 passengers), 69 small cruise ships (315 passengers) and tour operator RIBS of approximately 5000 passengers. Further marine traffic is evident from high season yacht moorings (up to 30 boats per night) and frequent fishing vessel berths (c. 50). Although commercial activity is a lesser part of the harbour operation it does however support the delivery of vital island life-line commodities such a food, utilities, equipment and island and contractor vehicles.

This role is the key contact for all types of visitors to the island and the local community and is pivotal to the smooth operation of Canna Harbour. The successful candidate will be required to demonstrate flexibility in decision-making in the harbour operation particularly in relation

to weather conditions. This role is critical to the Trust both in terms of operational and reputational commitment. The Harbour Master is based at Inverness, with day- to- day harbour master powers devolved to the Canna Pier Manager. In addition to the NTS Operations Manager, the Pier Manager will be supported remotely by the Harbour Master who is experienced in Ports and Harbours Legislation holding several years of experience as Harbour Master in large Ports. The Operations Manager and Harbour Master visit Canna on a regular basis throughout the year.

ORGANISATION CHART



KEY RESPONSIBILITIES AND ACCOUNTABILITIES

The Key Responsibilities of this role are:

- Health & Safety – including regulatory compliance:
 - To monitor compliance with the statutory and regulatory obligations required by the Port Marine Safety Code, and take appropriate action to address any breaches;
 - To work to the guidelines contained in the ACOP “Safety in Docks”;
 - To supervise and undertake harbour duties to maintain infrastructure in reasonable condition for safe use and access of the public in line with the Canna Harbour Marine Safety Management System and report to the Marine Harbour Management Team as required;
 - To adopt and apply Safe Systems of Work to activities within the harbour. Ensuring all areas is safe and any incidents/accidents are reported, and Health & Safety concerns are reported to the Trust’s Safety & Compliance Manager.
- Harbour operations:
 - To ensure the statutory rules and regulations pertaining to the operation of the harbour are applied - this includes managing the navigation of all vessels using the harbour and liaising with ship master’s daily.
 - To deliver crew and passenger support, i.e., embarking, disembarking and ground handling in line with expected customer service standards and the Trust’s Values.

- Maintaining working relationships:
 - Develop a strong relationship with the local community communicating and liaising on a regular basis
 - To liaise regularly and maintain positive working relationships with: CalMac Port Manager (Mallaig), the Maritime & Coastguard Agency (Pollution Reports) the Northern Lighthouse Board, and the Mallaig Harbour Authority and their Harbourmaster.
- General duties
 - To undertake the administrative requirements to develop and implement International Ship & Port Facility Security (ISPF) compliance to the Canna Harbour Management System.
 - To operate and supervise plant and equipment involved in material handling and supervise and undertake maintenance of plant and machinery at the harbour keeping accurate records of all works.
 - To report to the Operations Manager (or their nominee) any events or defects which may affect the operation of the harbour or its business.
 - To work with the Operations Manager to meet business needs, i.e., harbour development, berthing charges, visitor charges and the Management Safety Plan.
 - To lead, manage and develop all harbour staff and contractors involved in the day-to-day operation at the harbour including ensuring all staff /contractor training is up-to date and recorded as related to the use of the harbour. When not on duty, to ensure appropriate delegation of operational responsibilities to recognised competent staff/contractor.
 - To supervise and ensure the facilities are secure, clean, and maintained.
 - To inspect potentially deficient vessels
 - To attend meetings and training when requested that relate to the operation of the harbour.

Note

- The post-holder may also be required to perform duties, appropriate to the post, other than those given in the Key Responsibilities above.
- The role is one for which the duties/responsibilities/accountabilities of the role do not require staff to become a member of the Protection of Vulnerable Groups (PVG) scheme.

DIMENSIONS AND SCOPE OF JOB

People Management

- Manager with supervisory responsibility for staff and contractors working within the harbour facility.
- Will liaise with other property colleagues, contractors, and the local community and will have some interaction with other technical/specialist advisory colleagues based in other locations and departments.
- Will have significant interaction with external bodies, such as CalMac Port Manager (Mallaig), the Maritime & Coastguard Agency (Pollution Reports) the Northern Lighthouse Board, and the Mallaig Harbour Authority and their Harbourmaster.
- Will have significant interaction with members of the public, suppliers, and contractors.

Finance Management

- Not a budget-holder but will be expected to take responsibility for effective management of Trust resources in allocated areas.

Tools/Equipment

- Will be frequent user of small harbour boat, plant machinery, tools, and equipment subject to appropriate training.

Physical Environment

- This role works in an environment which is open to all elements and undertake such duties as driving vehicles, lifting and handling supplies.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

The above outlines the key functions of the post. In addition, either knowledge of or experience in the following is required:

Essential:

- Seafaring/marine experience in a position of responsibility, including certificate of competence in National Powerboat – Level 1.
- Sound experience in commercial marine environment and harbour operation and compliance
- Ability to read and interpret maritime charts and tidal data.
- Ability to follow, interpret and manage procedures and recording documentation as required by licencing and regulatory authorities relating to the maritime industry.
- Ability to work within a team or independently with minimal supervision to a high and safe standard.
- Experience of working in a licensed or safety driven environment.
- Ability to be flexible, to adapt working patterns and tasks to meet day-to-day changes in weather and operational needs.
- Good communication skills with colleagues, the local community, contractors, and members of the public especially at times when working in a high-pressure environment.
- Sound awareness of Health and Safety including risk whilst working in complex environments.
- Ability to manage working time and tasks efficiently and effectively in an environment of changing priorities.
- Current driving license valid for driving in the UK.

Desirable

- Ability to use IT systems to create correspondence, produce spreadsheets/recording methods for record keeping and to send/receive emails.
- Current First Aid certificate; or willingness to be trained.

The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

Applications

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk, by **Sunday 9th June 2024**.

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example "Gardener - Culzean"