

Position Description



Cruise Operations Supervisor

Date:	July 2024
Purpose of position:	<p><u>Cruise Season:</u></p> <ul style="list-style-type: none"> To ensure the smooth operation of cruise ship activity through Port Otago's facilities over the Cruise Season which is typically October to Mid-April. Assist with the management of cruise ship correspondence and pre-planning/delivery of cruise ship requirements. Supervisory responsibility for a team of Seasonal Cruise Assistants to ensure they safely undertake their duties day to day. <p><u>Off-Season:</u></p> <ul style="list-style-type: none"> To assist with cruise setup requirements for the following season. To complete other project work as required to support the successful delivery of the Cruise strategy. Provide support to the Sustainability & Cruise Manager in relation to Port events.
Reports to:	Sustainability & Cruise Manager
Key Relationships:	<p><u>Internal</u></p> <ul style="list-style-type: none"> Sustainability & Cruise Manager Cruise Operations Lead Commercial Manager Safety Team Port Protection Team Marine Team Terminal Operations Team People Team <p><u>External</u></p> <ul style="list-style-type: none"> Shipping Agents Cruise Ship Operators (e.g. Tour Operators/Tour Companies) 3rd Party Security Providers Local authorities (e.g. DCC, I-site) Government Departments (e.g. NZ Customs, MAF)
Direct Reports:	<p>No direct reports</p> <p>Day-to-day supervisory responsibility for a team of up to 30 Seasonal Cruise Assistants including external security staff.</p>

Core Responsibilities

<p>Cruise Operations</p>	<ul style="list-style-type: none"> • Oversee ship berthing & departure procedures. • Ensuring a high level of customer service for all cruise stakeholders. • Lead toolbox meetings with cruise assistants as per daily requirements. <ul style="list-style-type: none"> ➤ Monitor relevant cruise ship access points. ➤ Supervise the movement of staff, contractors, and customers to ensure safety, including escorting people and vehicles when required. • Liaise with external customers and agencies, such as security providers, I-Site, Port Volunteers and Tour operators to ensure a safe and efficient flow of operations in relation to all cruise activity. • Ensuring all incidents are reported daily and entered into Damstra. • Security – ensuring only authorised personnel access the port area. • Safety - maintaining safety of our cruise passengers, tour operators and anyone else accessing the port for cruise. • Traffic Management – safely managing all machinery movements on the wharf. • Customer Service – ensure a top level of service is offered to all within our wider cruise team. • Operate golf carts.
<p>People Leadership</p>	<ul style="list-style-type: none"> • Supervision of Seasonal Cruise Assistants. • Develop open, honest, and respectful working relationships with all team members and members of the wider management group, demonstrating our Port Otago values at all times. • Develop clear communication paths including structured team meetings and pre-shift meetings. • Hold pre-shift meetings to visually lead the effectiveness of this communication process. • Acts as a leader of example fostering a culture of increased accountability and succession planning. • Actively supports the Sustainability and Cruise Manager to foster accountability and development to achieve a culture of best practice.
<p>Access Procedures</p>	<ul style="list-style-type: none"> • Maintain up to date knowledge of relevant access procedures. • Adhere to and understand the relevant Traffic Management Plan for the area in use. • Ensuring that all entry procedures are being followed.
<p>Team Contribution</p>	<ul style="list-style-type: none"> • Develop open honest and respectful working relationships with all team members and members of the wider management group.

	<ul style="list-style-type: none"> • Represents team activities appropriately providing support. • Promote a cohesive and inclusive team culture with colleagues.
Health & Safety	<ul style="list-style-type: none"> • Takes responsibility for own and others safety. • Follows guidelines and procedures. • Reports and escalates Health & Safety issues appropriately (everybody's responsibility in every situation). • Report all incidents, accidents and near misses accurately and in a timely manner. • Participates in induction and on-going training programmes. • Ensuring strict adherence to safety standards, statutory and legislative requirements, & Port Otago policies and procedures. • Comply with work area PPE requirements. • Undertake JSA and Take 5 Assessments to create awareness of hazards and mitigate risk. • Ensuring a priority focus on safe work practices which strive to keep our people safe. • Responsible for ensuring a safe workplace and adherence to good housekeeping practices. • Attendance & involvement at all Health & Safety meetings. • Support safe behaviours through the Port Otago random drug & alcohol process.
Post Cruise Season	<ul style="list-style-type: none"> • Provide support to the Sustainability & Cruise Manager in relation to Port events. • Assist with cruise setup requirements for following season. • Complete project work as required. • Provide assistance in other areas of the business as required, such as Training and Development in preparation for upcoming cruise season.
Personal Development	<ul style="list-style-type: none"> • Take responsibility for developing own personal development plan in conjunction with Sustainability and Cruise Manager through Connect Conversations, including identifying goals, actions, and timelines.

Key Performance Measures

Cruise Operations	<ul style="list-style-type: none"> • Ensuring all cruise procedures are followed each shift. • Ensuring a safe and efficient flow of operations in relation to all cruise ship activity.
Health & Safety	<ul style="list-style-type: none"> • Always have safe work practices and to be a role model for others. • Actively engage workers on safety policies, procedures, and standards. • All incidents and accidents are reported promptly and accurately.

	<ul style="list-style-type: none"> • All hazards identified are reported immediately. • Any visitors or contractors have completed the Online Health & Safety Induction, have completed a Site Induction, and wear appropriate PPE.
People Leadership	<ul style="list-style-type: none"> • All team members are competent, confident, and productive in their roles. • Completion of all training needs and performance review processes including Health & Safety KPI's. • Productive output of team members on shift.
Access Procedures	<ul style="list-style-type: none"> • All entry procedures are adhered to. • Security breaches are eliminated. • All relevant legislation is complied with in terms of monitoring and access control.
Reporting	<ul style="list-style-type: none"> • Prepare, process and maintain records of security and other incidents and breaches. Enter into Damstra System. • Reporting and communication of relevant information to appropriate individual for action.
Post Cruise Season	<ul style="list-style-type: none"> • All assigned project work and off-season duties are completed within proposed timeframes and to a high standard.