

Position Description



Cruise Coordinator / Learning & Development Coordinator

Date:	June 2022
Purpose of position:	<p>October – Mid-April</p> <ul style="list-style-type: none">• To ensure the smooth operation of cruise ship activity through Port Otago's facilities.• Assist with the management of cruise ship correspondence and pre-planning/delivery of cruise ship requirements. <p>Mid-April - September</p> <ul style="list-style-type: none">• Provide support to the L&D Lead to successfully implement Port Otago's Learning Management System and learning framework.• To assist with cruise setup requirements for following season• To complete other project work as required to support the successful delivery of the People or Cruise strategy.• Provide support to the Sustainability & Cruise Manager in relation to Port events
Reports to:	<ul style="list-style-type: none">• Sustainability & Cruise Manager
Key Relationships:	<p><u>Internal</u></p> <p>Sustainability & Cruise Manager</p> <p>Cruise Operations Lead</p> <p>L&D Lead</p> <p>Commercial Manager</p> <p>Safety Team</p> <p>Port Facility Security Officer (PFSO)</p> <p>Harbour Control (HCSC)</p> <p>Marine</p> <p>Terminal Operations Team</p> <p>People Team</p> <p><u>External</u></p> <p>Shipping Agents</p> <p>Cruise Ship Operators (eg Tour Operators/Tour Companies)</p> <p>3rd Party Security Providers</p> <p>Local authorities (e.g. DCC, I-site)</p> <p>Government Departments (e.g. NZ Customs, MAF)</p>
Direct Reports:	None

Core Responsibilities

Cruise	<ul style="list-style-type: none"> • Oversee ship berthing & departure procedures • Ensuring a high level of customer service across all cruise stakeholders • Supervision of seasonal cruise security assistants • Hold twice daily toolbox meetings with cruise security assistants • Undertake: <ol style="list-style-type: none"> a) Monitoring of relevant cruise ship access points. b) Supervising the movement of staff, contractors and customers to ensure safety, including escorting people and vehicles when required. • Liaison with external customers and agencies, such as security providers, i-Site, Port Volunteers and Tour operators. • Ensure a safe and efficient flow of operations in relation to all cruise activity. • Ensure all incidents are reported daily and entered into Vault.
Access Procedures	<ul style="list-style-type: none"> • Knowledge of relevant access procedures. • Adherence to and understanding of the relevant Traffic Management Plan for the area in use. • Have an awareness of: <ol style="list-style-type: none"> a) Who is entitled to access the premises and facilities; b) All items entering the port including personal effects, stores, baggage, parcels/packages; • Ensure that all entry procedures are being followed.
Team Contribution	<ul style="list-style-type: none"> • Develop open honest and respectful working relationships with all team members and members of the wider management group. • Represents team activities appropriately providing support. • Promote a cohesive and inclusive team culture with colleagues. • Role model for the Port Otago values “The Southern Way”.
Health & Safety	<ul style="list-style-type: none"> • Takes responsibility for own and others safety. • Follows guidelines and procedures. • Reports and escalates H+S 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. • Ensure strict adherence to safety standards, statutory and legislative requirements, & POL policies and procedures. • Comply with work area PPE requirements. • Follow the “My Safety Assessment” personal task hazard process. • Responsible for ensuring a safe workplace and adherence to good housekeeping practices.

	<ul style="list-style-type: none"> • Attendance & involvement at all Health and Safety meetings. • Support safe behaviours through the POL random drug & alcohol process.
Post Cruise Season	<ul style="list-style-type: none"> • To provide support to the Sustainability & Cruise Manager in relation to Port events • To assist with cruise setup requirements for following season • To complete project work as required • To provide support to the L&D Lead to ensure the successful implementation of Port's LMS and learning framework/s. <p>To complete other project work as required to support the successful delivery of the People Strategy.</p>

Key Performance Measures

Cruise	<ul style="list-style-type: none"> • Ensure all cruise procedures are followed during supervised shift. • Ensuring a safe and efficient flow of operations in relation to all cruise ship activity.
Health & Safety	<ul style="list-style-type: none"> • To 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. • All hazards identified are reported immediately. • Zero Harm. • Any visitors or contractors have completed the online Health and Safety Induction, have completed a Site Induction and wear appropriate PPE.
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 Vault System. • Reporting and communication of relevant information to appropriate individual for action.
Post Cruise Season	<ul style="list-style-type: none"> • Ensure all projects and tasks outside of cruise are supported to best ability, adding value and support as is requested <p>Deliver work relating to L&D and People Strategy within agreed timeframes.</p>