

POSITION	MASTER
FUNCTION	OPERATIONS
REPORTS TO	SERVICE MANAGER/GENERAL MANAGER OF OPERATIONS
PREPARED BY	HARBOUR CITY FERRIES

## PRIMARY OBJECTIVES

- ▶ The safe and efficient navigation and operation of vessels, transportation of passengers and crew in accordance with the requirements of Fleet Instructions, Vessel Operating Manuals, Government Legislation and NSW Maritime.

## ORGANISATIONAL RELATIONSHIPS

The Master directly reports to the Service Manager and indirectly to the General Manager of Operations.

Key Working Relationships are:

- ▶ General Manager Operations
- ▶ Service Managers
- ▶ General Purpose Hands
- ▶ General Purpose Hands Cashiers
- ▶ Engineers
- ▶ Harbour City Ferries employees
- ▶ Customers
- ▶ The position also liaises with the Designated Person Ashore where relevant.

Whilst vessels are in service the crew comprising of General Purpose Hands and an Engineer report to this position.

## ORGANISATIONAL CONTEXT

### About Harbour City Ferries:

Harbour City Ferries is a joint venture between Transfield Services (Australia) Pty Ltd and Transdev Australasia Pty Ltd (Transdev). Harbour City Ferries operates approximately 175,000 services, transporting more than 14 million people across Sydney Harbour and the Parramatta River each year. The extensive network connects 39 destinations and spans approximately 37 kilometres from Parramatta in Sydney's west, Manly in the north and Watsons Bay in the east.

Harbour City Ferries mission is to create a world class ferry service in Sydney by taking the customer service to the next level. We will do so by building upon the great work of Sydney Ferries over recent years. Harbour City Ferries will be keeping a strong focus on safety, a more reliable and dependable service, clean ferries and an engaged staff helping Transport for NSW to better integrate the ferry service more with the wider transport network. All employees will be expected to participate and contribute to development of a customer centric culture and continued improvement in health and safety.

### About the Operations function:

The Operations function ensures the safe and efficient provision of high quality ferry services. The function is responsible for meeting key performance indicators defined in the Harbour City Ferries business plan and mitigates risks associated in operating within a maritime environment on a busy harbour. It manages the safety performance of the operations with the goal of Zero Harm. Operations are at the forefront in pursuit of Harbour City Ferries preferred culture to meet the Customer Service Charter and continuously improving service standards.

## KEY ACCOUNTABILITIES

### General

- ▶ Be an Australian Citizen or possess permanent residency
- ▶ This role is defined as a Transport Safety Worker, therefore subject to random, suspicion and incident related drug and alcohol testing.
- ▶ Keeping up-to-date with current marine safety regulations, technological changes and marine legislation to meet service requirements;
- ▶ Maintaining a high standard of safe work practice in vessel operation for passengers and crew to minimise workers compensation and litigation costs.
- ▶ To educate crew members about the Harbour City Ferries Quality System, Safety Management System and Fleet Emergency Response Plan;
- ▶ Maintaining constant control of the vessel in a commercial port environment and in accordance with the Harbour City Ferries timetable and the requirements of NSW Maritime and other legislative requirements;
- ▶ Providing consistent and high levels of quality customer service.
- ▶ Assist Sydney Ferries management to improve safety outcomes, service reliability and business performance;

### Safety Supervision

- ▶ In conjunction with the appointed trainers, train crew members in the operation of equipment and emergency operations and evaluate their performance
- ▶ Comply with relevant regulations and safety procedures for vessel operations
- ▶ Issuing orders and instructions, both verbal and written, in relation to safety and environmental protection
- ▶ Operate vessels as the Master in command in a safe, efficient and effective manner
- ▶ Manage vessel operation in a safe and cost effective manner
- ▶ Verifying that safety and environment policies are followed by crew members
- ▶ Maintain safe working conditions and procedures on board vessels to ensure safe and clean condition is maintained to the highest standard
- ▶ Reviewing the safety management system and reporting any deficiencies
- ▶ Implementing Harbour City Ferries safety and environmental protection policies
- ▶ Motivating the crew in observing the safety and environmental policies
- ▶ Assist in implementing and monitoring emergency procedures associated with training drills, operating manuals to ensure Harbour City Ferries is well equipped to handle emergency procedures
- ▶ Conduct formal vessel inspection covering safety equipment and general quality presentation of passenger/crew areas and facilities
- ▶ Liaise with Planning Supervisor to ensure fatigue minimalisation in reallocation of staff to shifts
- ▶ Respond in a timely and effective manner to emergencies
- ▶ Respond effectively to safety emergencies.

## Service Provisions

- ▶ Ensure service meets customer and regulatory requirements
- ▶ Assist Harbour City Ferries management to improve safety outcomes, service reliability and business performance
- ▶ Whilst passengers are embarking and disembarking, ensure that the vessel is properly moored and that the General Purpose Hand is watching the gangplank and that it is securely in position
- ▶ Manage crew and ensure compliance of Harbour City Ferries Code of Conduct and Fleet Instructions by crew members
- ▶ Supervise crew in achieving the presentation standards and overall cleanliness of vessels within the fleet
- ▶ Maintain proficiency of the general arrangements, handling and control systems on board vessels

## Reporting

- ▶ Assist Harbour City Ferries to establish, document, implement and maintain a quality management system and continuously improve its effectiveness
- ▶ Maintain vessel log book records and document action needed to be taken to meet and enhance quality control requirements
- ▶ Supervise the daily work requirements of on board crew members to maintain the highest possible standards of vessel presentation
- ▶ Compile reports and provide advice to Harbour City Ferries management regarding shipboard activities.
- ▶ Report incidents and accidents relating to vessel crew and passenger safety and identify ways to improve safe operations

## Communication and Advice

- ▶ Liaise with HSEQ and People and Culture Safety Departments in relation to injured staff and fatigue management
- ▶ Establish and maintain sound working relationships with all the parties involved in delivering a seamless quality service to the public

Other duties and responsibilities may be required as determined with your manager from time to time.

## POSITION DIMENSIONS

Staff directly reporting	Whilst vessels are in service the crew comprising of General Purpose Hands and an Engineer report to this position.
Staff indirectly reporting	Nil

## KNOWLEDGE AND SKILL REQUIREMENTS

### Skills and Attributes

- ▶ Demonstrated understanding of and experience working with an integrated safety management system in relation to the ISM code and other relevant maritime rules, regulations and procedures
- ▶ Demonstrated ability to manage crew members
- ▶ Knowledge of appropriate Acts and Statutory Regulations applicable to Ferry Operations, Sydney Harbour and associated government legislation or a demonstrated ability to acquire such knowledge
- ▶ Experience in operating vessels equivalent to Harbour City Ferries
- ▶ High level oral and written communication skills to comprehend and submit written reports and liaising with all levels of management
- ▶ Demonstrated excellent interpersonal skills for directing and managing crew members

- ▶ Demonstrated commitment to quality customer service for dealing with internal and external customers in a courteous and efficient manner
- ▶ Demonstrated ability to work in a team
- ▶ Demonstrated effective analytical problem solving skills and abilities for dealing with day-to-day operation of vessel and staff management
- ▶ Demonstrated effective planning and time management skills to ensure safe journey outcomes and on-time-running of vessels and timetabling
- ▶ Prepared to work shift work, weekends and public holidays
- ▶ Demonstrated understanding of and commitment to Equal Employment Opportunity (EEO); Ethical Practice; Ethnic Affairs Priority Statement (EAPS); Work Health and Safety Act,
- ▶ Ability to identify and act on issues that affect the implementation of OHS, EEO principles and ethical practices
- ▶ An understanding of the skills and qualifications of people who work as members of crews of sea craft
- ▶ Ability to acquire working knowledge of Harbour City Ferries employment conditions, policies and associated regulations
- ▶ Ability to acquire sound knowledge and commitment to Harbour City Ferries staff policies and practices impacting on the allocation of staff
- ▶ Ability to acquire sound working knowledge of the operations of Harbour Ferries' services

### **Experience and Qualifications**

- ▶ Valid Certificate of Competency (minimum Master Class IV trading) including general licence endorsement recognised by NSW Maritime
- ▶ Valid Local Knowledge Certificate issued for the Port of Sydney
- ▶ Valid MED III Certificate
- ▶ Valid Radio Operators Licence
- ▶ Valid First Aid Certificate
- ▶ Small Ships Radar Certificate
- ▶ Be an Australian Citizen or possess permanent residency
- ▶ Certificate of ability to swim 50 metres as issued by local swimming pools.
- ▶ Willing and capable of completing the required training and assessment competencies as specified in Certificate IV in Transport and Distribution (Maritime Operations);

### **Safety and Risk Management**

- ▶ Implement corporate Safety Management Systems including policies, regulations, standards and systems for operational, occupational and environmental safety
- ▶ Monitor and improve comprehensive risk management plans as required
- ▶ Ensure that all contractors employed for delivery of engineering projects are aware of the need to comply with all legislative requirements for safety
- ▶ Implement processes to identify any foreseeable hazards that may arise in the workplace and the assessment of the risk of harm arising from the identified hazards
- ▶ Where possible, eliminate the identified hazards; if this is not reasonably practicable, the risk should be minimised using the hierarchy of controls
- ▶ Provide mechanisms for adequate consultation to occur on workplace safety risk issues
- ▶ Implement workplace hazard reporting requirements
- ▶ Report on workplace risk in accordance with hazard reporting process
- ▶ Assist in the monitoring and review of risk controls.

## HEALTH, SAFETY, ENVIRONMENT AND QUALITY ACCOUNTABILITIES

***Health, Safety, Environment and Quality (HSEQ) is a key accountability of all Harbour City Ferries staff.***

All Harbour City Ferries employees are responsible for:

<b>Zero harm</b>	<ul style="list-style-type: none"><li>▶ All employees must take care for the health and safety of other employees and people in the workplace</li><li>▶ Engage in safe work practices</li><li>▶ Demonstrate the HCF safety culture and report any matter of safety concern.</li></ul>
<b>Risk management</b>	<ul style="list-style-type: none"><li>▶ Identify, assess and report all hazards and incidents in the workplace</li><li>▶ Implement effective risk controls</li><li>▶ Stop work where there is an immediate danger and escalate to the appropriate authority</li></ul>
<b>SMS requirements</b>	<ul style="list-style-type: none"><li>▶ Understand the HCF Safety Policy and their responsibilities under the Policy.</li><li>▶ Follow all SHEQMS policies and procedures</li><li>▶ Follow safe work method statements</li><li>▶ Understand and carry out Safety Responsibilities and Accountabilities</li></ul>
<b>Work safely</b>	<ul style="list-style-type: none"><li>▶ Report for duty in a fit state, free from the influence of alcohol or other drugs</li><li>▶ Participate in consultation activities regarding matters affecting your health, safety and welfare</li><li>▶ Wear required Personal Protective Equipment and operate plant and equipment safely</li><li>▶ Participate in relevant safety training and maintaining your safety related competencies</li><li>▶ Be in possession of required and current Certificates of Competency</li></ul>

## ACKNOWLEDGEMENT

Employee:

Manager:

Signature:

Signature:

Date:

Date: