Operations Assistant

Full Time Position

Job Title: Operations Assistant

Company: City Cruises (Cherry Garden Pier, Cherry Garden Street, London SE16 4TU) www.citycruises.com

Department: Operations

Location: Bermondsey

Reporting to: Operations Manager

Hours of Work: 42.5 hours per week. Shift work

Main Purpose

To assist the Operations Manager in the smooth running of the Operations department on a daily basis.

Principal Responsibilities

- Assist in the preparation of all Operations reports.
- Prepare and distribute the daily briefing folders.
- Assist with the maintenance and scrutiny of the company SMS.
- Maintain an operations boat schedule diary.
- Assist the Operations Manager and Charters Captain with the allocation of vessels and crew to schedules for tripping and charters services.
- Report all incidents to departmental superiors that would bear on outside authorities (PLA; MCA and MAIB) as and when required.
- Familiarise with all the services within the company and our trade customers for day to day running on the pier locations.
- Ensure departmental purchases are made in accordance with Company policy.
- Help to maintain dry docking and servicing records.
- To complete timesheet by midday every Monday and given to payroll department to process in coordination with the correct procedure.
- Check and file Captains’ log sheets, noting points of concern and reporting to the Operations Manager.
- Maintain current spreadsheets for:-
  - Vessel repair and maintenance
  - Vessel servicing
  - Vessel availability
- Maintain the Operations office library of vessel files including:-
  - Log sheets
  - Repair and maintenance requests
  - Search and rescue (SAR) documents
  - Passenger certificates
  - Safety equipment certificates
- Maintain and issue the Operations library of controlled SMS publications and documents, including:
  o Safety and Operational Procedures (SOPs) manuals
  o Emergency Procedures Guide (EPG)
  o Operational memorandums
  o Navigational Risk Assessments
  o Generic and individual Passage Plans
  o PLA notices to Mariners
  o MCGA Notices to Mariners
- Maintain Boat crew qualification and training matrix spread sheet showing:
  o BML Qualifications held with expiry dates
  o BML endorsements and expiry dates
  o Record of required training updates
  o Medical certification and expiry dates
  o Any other training needs as required
- Maintain records of all external and internal Inquiry reports arising from Operational incidents afloat or ashore.
- Maintain records of all environmental reports arising from inspections of vessels or the environment of Cherry Garden Pier.
- Assist the Operations Manager with the issue and control of daily briefing folders.
- Produce and issue the seasonal tripping schedule.
- Monitoring of AIS passenger reporting and recording of passenger number reports from Piers.
- Assist with establishing and maintaining accurate KPI reports.
- Maintain crew attendance/lateness spreadsheet.
- Assist with payroll duties within the department.
- Recording of bus ticket sales collected.
- Liaise with other departments as required.
- Create and maintain any other operational records that arise.
- Any Ad-hoc duties as requested by the Head of Operations or the Operations Manager.
- Attend meetings as required by the Head of Operations.

**Person Profile**

**Educational Level/Qualifications**

**Required**
- Educated to GCSE level or equivalent
- Proficient in IT - Microsoft Word, Excel, Outlook and PowerPoint

**Experience/Knowledge**

**Required**
- Experience of working in busy office environment
- Very strong administration skills

**Desirable**
- Customer service/operational background.
- Proven experience in being highly organised
- Experience and/or knowledge of MCA and PLA regulations for the River Thames
Personal Skills

Required

- Perform great customer service.
- Respect colleagues and City Cruises customers.
- Approach everything with integrity.
- Deliver excellence through profit, customer satisfaction and living our City Cruises values.
- Work with empathy.
- Team player but able to motivate self and work independently on own initiative.
- Able to work to tight deadlines and prioritise workload.
- Results driven.
- Excellent interpersonal skills
- Able to influence and build strong business partnerships within the organisation.
- Have a flexible, can-do attitude with the ability to react calmly in a pressurised situation.
- Able to own and follow-through on projects required and issues raised.
- Excellent organisational and time management skills.
- Excellent oral and written communication skills.

If you believe you are suitable for this position please email your CV and completed internal application form stating what position you are applying for to aurab@citycruises.com

NB. You will not be contacted until after the closing date regarding your application.