



ROLE DESCRIPTION

Job Title	Stage Officer (Mersey Ferries)
Salary Band	SCP 13-15
Reporting to	Team Leader
Directorate	Place
Service Area and sub area	Customer Delivery
Team	Merseyferries
Political Restriction	N/A

<p>1. Primary Purpose of the Post</p> <p>To deliver high quality Customer Services in Mersey Ferries Terminals and on the Mersey Ferries Vessels whilst maintaining high levels of Health and Safety within the operation. The role requires the delivery of quality customer service to maintain Mersey Ferries position as the leading tourist attraction in the region. To work as part of a team, contributing to the efficient operations of Ferry Terminals and safe operation of the Vessel when leaving and arriving at the Terminal.</p>
<p>2. Your responsibilities</p> <p><u>Satisfied Customers</u></p> <ul style="list-style-type: none"> • Putting the customer at the heart of everything you do. • Providing excellent customer and information services. • Anticipating and meeting customer needs and expectations. • Adapt your approach to the individual and different needs of each customer. • Promoting customer feedback. <p><u>Being part of a high performing team</u></p> <ul style="list-style-type: none"> • Having a ‘can do’ approach and display of appropriate behaviours. • Delivering tasks to required standards and deadlines. • Be able to work on your own initiative and have a determination to deliver. • Be able to work well within a team. • Commitment to personal development and performance. • Working within established policies, procedures, and processes to support a standardised approach. <p><u>Commercial Awareness</u></p>



- Demonstrate an understanding of Mersey Ferries products and affiliated attractions.

Improving the Liverpool City Region

- Focusing on the wider benefits of the LCRCA.
- Contributing to and promoting the vision and aims of the LCRCA within the city region.
- Sharing and communicating a clear understanding of the LCRCA priorities across the department

3. General Corporate Responsibilities

- Understanding and meeting all health, safety and wellbeing duties and responsibilities, and having full knowledge of relevant legislation.
- Compliance to all external accreditation and legislation requirement.
- Effective and consistent approach to incident and accident management in accordance with corporate and department procedures.

4. Recruitment Plan

Application
Competency Based Interview

PERSON SPECIFICATION

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Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Non-Required	N/A	N/A

Experience and knowledge	E = Essential D = Desirable	Identified By
Experience in customer focussed operational environment	E	A, I
Strong customer focus, putting customers at the heart of everything we do.	E	A, I
Experience and understanding of Health & Safety.	E	A, I
Commitment to learning and self-development.	E	A, I
Working Knowledge/Experience of Maritime Operations	D	A, I
Understanding of Local Port Operations and working knowledge of River Mersey Environment	D	A, I

Skills and abilities	E = Essential D = Desirable	Identified By
Excellent standard of numeracy and literacy.	E	A, I
Competent in IT systems and applications including Microsoft Office Suite.	D	A, I
Excellent communication and interpersonal skills.	E	A, I
Full UK Driving Licence.	E	A, I
Excellent standard of personal presentation.	E	A, I
Awareness of equality & valuing diversity.	E	A, I



Environmental awareness.	D	A, I
Able to work on own and as a team.	E	A, I
Have the physical capacity to perform the role	E	A, I

Personal Attributes	E = Essential D = Desirable	Identified By
Customer focused	E	A, I
Safety-conscious	E	A, I
Reliable & Adaptable	E	A, I
Team Player	E	A, I
Clear communicator	E	A, I

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
Dedication to making a difference at work, supporting the vision and aims of Liverpool City Region Combined Authority Commitment to equal opportunities E A/I Sensitivity to the political and social impacts of the t	E	A, I

Key to Assessment Methods:

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment



**LIVERPOOL
CITY REGION**
COMBINED AUTHORITY

METROMAYOR
LIVERPOOL CITY REGION