

**Job Title:** Marine Ambulance Operations Manager

**Reporting to:** Operations Lead

**Banding:** Volunteer

**Job Summary:** The role will assist the Emergency Ambulance Service (EAS) to deliver clinical outreach services at sea and to the Bailiwick islands of Guernsey, by carrying out the day-to-day management of the Marine Ambulance (Flying Christine III, (MVUK2) to ensure a permanent state of readiness for service.

## KEY RESPONSIBILITIES

- Provide strong leadership skills to all volunteer professionals and provide strategies to improve operational performance.
- Provide leadership and advice to the crew to ensure they apply procedures, processes and instructions to the highest standards. Ensuring levels of service achieve excellent patient care and maritime safety.
- Maintain an up-to-date knowledge of leading-edge maritime practices & codes, ensuring that these are reflected in procedures and service delivery.
- Communicate effectively with volunteers on a regular basis, both individually and at team meetings, establishing and maintaining good and productive two-way volunteer relations.
- Support the development of a culture of public involvement that is open and transparent, ensuring that volunteer views are effectively represented and appropriately incorporated into decision-making across the organisation.
- Create a culture of openness, learning and improvement, ensuring that the shared vision, strategic aims, behaviours and culture of the EAS are actively promoted.
- To initiate and co-ordinate the development and implementation of operational policies, risk assessments and procedures in areas of weakness highlighted by incident reporting, surveys, inspections and those pertaining to health and safety and risk management.
- To co-ordinate the sharing of good practice.

## Training

- Ensure mandatory training and learning requirements for the crew are met.
- Ensure workplace induction for new volunteers is provided, so that they are aware of all appropriate procedures, policies and information necessary to carry out their role effectively, efficiently and safely.
- Ensure crew are competent in their role and that training needs are identified and addressed.
- Ensure regular multi-agency training with other stakeholders.
- To provide or plan health and safety and operations awareness and educational sessions and develop operational educational packages for all grades of crew.
- Encourage a continuous learning environment by identifying and providing opportunities for training and development and by accessing specialist human resource (HR) advice as appropriate.

- Maintain own professional development relating to maritime governance, ensuring any implications is incorporated with risk management.

### Health, Safety and Security

- Take all possible steps to safeguard the welfare and safety of service users, colleagues and not least oneself, in accordance with the Health and Safety at Work (General Ordinance) Guernsey 1987.
- Identify the risks involved in work activities and processes and how these should be managed and assists others to manage risk.
- Maintain the work environment in line with the Service Health and Safety policies and infection control policies.
- Monitor work areas and practices ensuring they are safe and free from hazards and conform to policy and procedure, taking necessary action in relation to risk.
- Promote an environment and culture of best practice in relation to health, safety and security.

### Service Improvement

- Identify and evaluate areas for potential service improvement.
- Support information and technology transformation.
- Report and investigate technical deficiencies and non-conformities.
- Monitor regular maintenance progress. Adapt activities where necessary, with EAS prior agreement, to ensure the reliability of the vessel and associated machinery, operational safety and good standard of appearance and cleanliness.
- To use best endeavours to ensure that no funds provided by the EAS are used for any purpose other than maintenance of the vessel, equipment or crew PPE and fuel.
- Discusses and agrees with others how services can be improved, how to balance and prioritise competing interests and how improvements will be taken forward.
- Work effectively with volunteers to clearly define values, direction and policies including guidance on how to respond when these are under pressure or interests are in conflict.
- Enable and encourage volunteers to understand and appreciate the influence on services and the reasons why improvements are being made, offering suggestions, ideas and views for improving services.
- Evaluate with others the effectiveness of service improvements and agree what further action is required to take services forward. Work effectively with everyone affected by change, policies and strategies to evaluate their impact and effectiveness and feed this information into ongoing improvements.

### Equality and Diversity

- To avoid any behaviour which discriminates against your fellow employees, volunteers or potential employees on the grounds of sex, marital status, race, age, colour, nationality, ethnic or national origins, religion or disability.
- Act as an advocate both for patients and staff.
- To promote better understanding of vulnerable adults such as dementia patients across the community, in order to reduce stigma and discrimination.

## YOU WILL

- As appropriate, take all reasonable measures to ensure that the marine ambulance is maintained and operated in accordance with the requirements of the Small Commercial Vessel (Guernsey & Sark) Code, 2019, MGN 280 - Small Vessels in Commercial Use for Sport or Pleasure, Workboats and Pilot Boats - Alternative Construction Standards and MCA Workboat code edition 2.
- Work together with nominated shipyards, service agents, advisors and suppliers to ensure the Marine Ambulance is maintained as far as is reasonably practicable in a state of readiness to respond to emergencies within the bailiwick 24 hours a day 365 days a year. When maintenance is required, it will be undertaken by contractors efficiently and in a timely manner to minimise disruption to the emergency service.
- Ensure the operational procedures and vessel are suitable for the purpose intended, having full regard to the area the vessel will be operating as a category 2 workboat (60 nm from safe-haven).
- Work meticulously with the Emergency Ambulance Service Leadership Team, volunteer crew, and other stakeholders, to create an environment that promotes problem-solving, generates creativity, teamwork, and allows innovation to thrive.
- Create an operations strategy for the Marine Ambulance Service that will provide direction for future demand & capacity, procurement and maintenance of the vessel, providing expert maritime advice and guidance for the St John organisation.
- Ensure the vessel is operated with the appropriate crew skill mix to guarantee safe operations. Crew should be rostered to support ongoing vessel familiarity and 24-hour cover.
- Be responsible for ensuring all crew are fully trained and licenced in accordance with the local authorities' requirements and any other regulations as required. A record of training, competences, licences and volunteer hours will be recorded on the EAS data base.
- Implement a maintenance schedule ensuring the safe and pollution-free operation of the vessel in accordance with best practices and manufacturers recommendations, using best endeavours to complete within agreed budgets and to target timescales.
- Supervise, lead and manage the operation and facilitate one-to-one crew meetings. Identify and support individuals that may form part of crew succession planning.

This job description is a broad outline only, allowing for scope, development and job satisfaction. A review of the portfolio of responsibilities may take place at any time, but specifically at yearly intervals.

## Person Specification

This is a specification of the essential and desirable requirements to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description) and forms the basis for selection.

Requirements	Essential	Desirable
<b>Education and Qualifications</b>		
Local Boat master Licence Syllabus		✓
MCA CoC or RYA Commercial Yacht master (Power)		✓
RYA Basic Sea Survival or equivalent		✓
RYA First Aid or equivalent		✓
RYA Professional Practices and Responsibilities or equivalent		✓
RYA Marine Radio Short Range Certificate or equivalent		✓
RYA Radar Operator Course or equivalent		✓
In date ENG1 or ML5 medical certificate		✓
RYA Diesel Engine Course or equivalent		✓
Project management (prince2, APM, PMI) or equivalent		✓
Appropriate management qualification		✓
In depth knowledge of vessel construction and propulsion with a professional qualification in the same		✓
<b>Experience</b>		
Experience of working within a managerial / Leadership role	✓	
Experience of working in emergency situations		✓
Experience of running the operations of an organisation / business	✓	
Leading the development of policies and risk assessments	✓	
Proven ability in project management to deliver service improvement within planned timeframes and resource allocation	✓	
<b>Skills, knowledge and abilities</b>		
Good written, oral and electronic communication skills with a high attention for detail	✓	
Significant professional credibility in the maritime industry	✓	
Highly developed problem solving skills and the ability to manage complex information in a pressurised environment	✓	
Highly developed negotiating and influencing skills and an ability to develop and maintain constructive relationships with professional/managerial disciplines	✓	
Experience of working in diverse organisations with a good knowledge of the Equality and Inclusion agenda	✓	
The ability to manage challenging situations and influence change	✓	
Professional approach to work with high standards. The physical and mental stamina to be able to lead and respond decisively under pressurised circumstances	✓	

Personal Qualities		
Enthusiastic	✓	
Excellent communication skills	✓	
Motivated	✓	
Positive attitude	✓	
Credible and trustworthy	✓	
Dedicated and thorough	✓	
Assertive and strong when being challenged	✓	
A sense of humour	✓	

This Job Description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of the St John Emergency Ambulance Service. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials:  
MM

Date of preparation:  
November 2022