

## ROLE DESCRIPTION

<b>Job Title</b>	Mate
<b>Salary Band</b>	SCP 20-23
<b>Reporting to</b>	Captain
<b>Directorate</b>	Place
<b>Service Area and sub area</b>	Customer Delivery
<b>Political Restriction</b>	N/A

### **1. Primary Purpose of the Post**

The First Officer is responsible for supporting the safe, efficient, and customer-focused operation of Mersey Ferries services. Acting as second-in-command to the Master, the First Officer ensures compliance with safety regulations, assists in navigation, leads deck operations, and supports excellent passenger experience on board.

### **2. Your Role and Responsibilities**

- Act as second-in-command, assuming command of the vessel in the absence of the Master.
- Assist the Master with safe navigation, voyage planning, and watchkeeping duties in compliance with company and regulatory standards.
- Monitor and ensure the safety of passengers throughout the voyage, including embarkation, disembarkation, and during transit.
- Supervise deck crew in all aspects of vessel operation including mooring, anchoring, maintenance, cleaning, and emergency response.
- Conduct and participate in safety drills, briefings, and training exercises in accordance with the company Safety Management System (SMS) and relevant statutory requirements.
- Maintain all safety, firefighting, and lifesaving equipment, ensuring full operational readiness and compliance with MCA regulations.

- Support the Master in liaising with terminal staff, port authorities, and operational teams to ensure efficient turnaround and schedule adherence.
- Promote and uphold high standards of customer service, contributing to a safe, comfortable, and positive experience for passengers.
- Monitor vessel condition, reporting defects and maintenance requirements to appropriate personnel.
- Maintain accurate records, including logbooks, checklists, drills, and safety documentation.
- Adhere to all company policies, procedures, and statutory maritime regulations, including ISM Code, SOLAS, MARPOL, and Port Byelaws.

## PERSON SPECIFICATION

**Job Title:** Mate

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Valid MCA Certificate of Competency appropriate for the vessel	E	A
STCW and mandatory safety training certificates as required	E	A
Pilot Exemption Certificate, Port of Liverpool and River Mersey (Currently held or working towards)	D	A
Boat Master's Licence or comparable/equivalent	D	A

Experience and knowledge	E = Essential D = Desirable	Identified By
Experience of vessel handing and working in a marine environment.	E	A
Watchkeeping and Navigation experience on equivalent vessels.		A,I
Experience of ensuring compliance with statutory regulations and guidelines as directed by enforcing authorities eg MCA, HSE, Port Authorities (CHA)	E	A, I, T
Appreciation and experience of H&S, Environmental and Quality Standards	E	A, I, T
Willingness to gain experience of line managing and developing staff	E	A, I, T
Ability to motivate a team of staff in a challenging environment.	E	A, I
Competency and proficiency in IT systems and applications	E	A, I

Excellent presentation, communication and written skills	<b>E</b>	<b>A, I</b>
Flexible approach to business requirements and demands	<b>E</b>	<b>A, I, T</b>

<b>Skills and abilities</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Strong understanding of domestic passenger vessel operations and safety requirements.	<b>D</b>	<b>A, I</b>
Leadership and supervisory skills with experience managing deck crews.	<b>E</b>	<b>A, I, T</b>
Excellent communication and customer service skills.	<b>E</b>	<b>A, I</b>
Ability to respond calmly and effectively in emergency situations.	<b>E</b>	<b>A, I</b>
Knowledge of local navigational areas, including the River Mersey.	<b>D</b>	<b>A, I</b>

<b>Personal Attributes</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Willing to embrace change.	<b>E</b>	<b>A</b>
Positive Can-do Attitude	<b>E</b>	<b>A</b>

<b>Core Behavioural Competencies</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Flexible approach to working hours and willingness to work flexibly as and when required.	<b>E</b>	<b>A</b>

**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