

ROLE DESCRIPTION

Job Title	Senior Coordinator- Ferries
Salary Band	SCP 20-23
Reporting to	Commercial, Leisure and Events Lead
Directorate	Place
Service Area and sub area	Customer and Operations
Team	Mersey Ferries
Political Restriction	N/A

<p>1. Primary Purpose of the Post</p> <p>To ensure the efficient and effective co-ordination of the organisation's directly delivered services across Mersey Ferries; with a specific focus on customer satisfaction, revenue maximisation and revenue protection.</p>
<p>2. Your responsibilities</p> <ul style="list-style-type: none"> • Putting the internal and external customers at the heart of everything you do. • Anticipating and exceeding customer needs through provision and development of specific, accurate and relevant information services and systems. • Understand the diverse needs of the internal and external customers and provide a quality service. • Adapting your approach to the different needs of the internal and external customers. • Communicating effectively with all internal and external stakeholders to assist with the service delivery across the Division. • Ensuring customer service standards and targets are met for the department, such as response times in answering queries or complaints. • Feedback and monitoring systems which measure customer satisfaction in key areas, such as accessibility, ease of use and price. • Promoting and supporting the administration and management of a company wide sales culture to increase revenue. • Liaising with customer(s) throughout the entire proactive and reactive process for all Charter and Events business, converting inquiries into sales in accordance with the company performance. • Acting as Host for Charters and Events business providing a seamless customer/client experience as an ambassador for Mersey Ferries and associated attractions. • Monitoring contracts and agreements compliance to ensure suppliers, contractors and strategic partners adhere to service quality and service output requirements. • Relationship management, both externally and internally with relevant stakeholders.



3. General Corporate Responsibilities
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Ensure all work is undertaken in compliance with statutory requirements, Standing Orders, Financial Regulations and health and safety legislation. This role description is intended as a framework and is not intended to be exhaustive.

4. Recruitment Plan

Competency Based Interview

PERSON SPECIFICATION

Job Title: Senior Coordinator- Ferries

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Competent & proficient in all current IT systems and applications including Microsoft Office Suite.	E	A
Experience and understanding of Health & Safety.	E	A, I
Willingness to undertake job-related training and continuous professional development	E	A, I

Experience and knowledge	E = Essential D = Desirable	Identified By
Experience working in a customer-focused or commercial or events/hospitality environment	E	A, I
Experience coordinating customer-facing services and / or events activities across multiple locations or services	E	A, I
Knowledge of delivering services that balance customer satisfaction and commercial outcomes	E	A, I
Understanding of health and safety responsibilities within a customer-facing environment	E	A, I
Experience supporting sales activity	E	A, I
Experience working with contracts, suppliers or partners	E	A, I

Skills and abilities	E = Essential D = Desirable	Identified By
Strong communication and interpersonal skills, including dealing with a wide range of customers and suppliers	E	A, I
Ability to plan, prioritise and manage competing demands in a busy operational environment	E	A, I
Ability to identify, assess and manage risk	E	A, I
Ability to liaise effectively with internal stakeholders	E	A, I
Awareness of equality & valuing diversity	E	A, I
Organisational skills with the ability to work to deadlines within competing priorities	E	A, I
Ability to work effectively both independently and as part of a team	E	A, I



Personal Attributes	E = Essential D = Desirable	Identified By
Strong customer focus and commitment to high quality service delivery	E	A, I
Good organisational skills and attention to detail	E	A, I
Commercial awareness and understanding of income generating services	E	A, I
Flexible and adaptable approach to work, including changing priorities	D	A, I
Commitment to equality, diversity and inclusion in service delivery and the workplace	E	A, I
Positive, proactive and solution-focused approach	E	A, I
Available to work outside regular hours for events at times	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