

Carnival UK Job Description

Ship Security Officer (SSO)

The contents of this job description must be used in association with the KSB for this role. The job description summarises the key responsibilities for the role (Technical, Business and People) and the KSB provides the detail for the Knowledge, Skills and Behaviours required to carry out the role competently. This job description gives an overview of the role and as such you will be required to undertake any other duties as requested. You may also need to refer to company regulations which will also form an additional part of your job description.

Reporting to: Deputy Captain	Department: Deck
Leadership Responsibility: Security Team	Location: Fleet based across CUK vessels
Titles of Direct Reports: <ul style="list-style-type: none">- Ship Security Specialist- Senior Security Patrolman- Security Patrolman	Budget Responsibility: £0
Size of Department: 9 - 16	Revenue Responsibility: £0

Standard Role Summary:

Lead and manage the Security Team to ensure the effective management of the security requirements of the ship, crew and passengers, by organising and implementing security measures and prevention plans.

Primary Responsibility of the Role:

Manage, monitor, develop and train members of the Security Team, ensuring excellent standards of crime scene protection and management. Take the lead and instruct others in incident / accident investigation, ensuring the scene is secured and the evidence preserved for further investigation. Carry out training sessions for new ship members regarding ship security.

Ensure the security of the vessel is optimised. Put in place the correct level of security required by corporate, the Flag State and the relevant port. Communicate with passengers and members of the crew to prevent, de-escalate and manage incidents as they arise.

Organise cost effective security and theft prevention plans and undertake regular evaluation ensuring they continue to be fit for purpose. Oversee all access to ship ensuring gangway security and access control for persons both embarking and disembarking the ship is in place. Oversee the delivery of all stores and equipment to the ship ensuring that no items have been tampered with and that all deliveries are received in line with company requirements. Investigate security related incidents and carry out alcohol testing at the request of any member of the senior management team at any time. Manage the safe storage and operation of all security equipment, ensuring scheduled maintenance is carried out and that all equipment is in working order.

Be the Designated Safety Person (DSP) for safeguarding of children on board ship. Ensure the investigation of all child safeguarding issues is carried out, liaising directly with other departments and Shore side in accordance with the Company's Safeguarding of Children policy.

Attend corporate sponsored social events as the figurehead of the Security Department as and when required.

Key Responsibilities & Duties:

Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements
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	<p>Previous proven experience of investigative processes including evidence collection, crime scene management, forensics awareness and interviewing techniques is essential</p> <p>Civilian or military police background ideal</p> <p>Good command of written and spoken English</p> <p>Passed Marlins English test of Proficiency (where applicable)</p>
Certificates	<p>Enhanced DBS Check</p> <p>Ship Security Officer Certificate (after 12 months seetime if not already held)</p> <p>Valid ENG1 medical certificate or equivalent for the duration of each voyage</p>

HESS (Health, Environment, Safety and Security)

Knowledge/Skill	Summary of Responsibilities
Health and Safety	<p>Lead by example by taking care of the health and safety of self and others</p> <p>Report all accidents, 'near miss' incidents and work related ill health conditions to Senior Officer and Safety department</p> <p>Follow safety rules and procedures</p> <p>Ensure all work equipment, personal protective equipment, substances, and safety devices are used correctly</p> <p>Ensure that all security equipment is properly operated, tested, calibrated and maintained</p> <p>Take part in safety training & risk assessments and suggest ways of reducing risks</p> <p>Carry out risk assessments within designated area of responsibility</p> <p>Actively promote safe working within teams and encourage safe behaviours</p> <p>Undertake safety 'walk rounds' within own area identifying areas of improvement</p>
Public Health	<p>Demonstrate at all times excellent hand washing techniques and coughs and sneezes etiquette</p> <p>Follow the company instructions regarding immediate reporting of ill health symptoms (i.e.) diarrhoea, vomiting, fever, and any other symptoms as appropriate</p>
Environment	<p>Ensure the team are aware of their Environmental Responsibilities</p> <p>Implement the principles of the onboard Garbage Management Plan and Ship Energy Efficiency Management Plan for area</p> <p>Complete all environmental records accurately</p>
Emergency Duties	<p>Understand the emergency duties of self and those within own area</p> <p>Direct and instruct others in the use of life saving & fire fighting appliances in an emergency situation</p> <p>Direct a team in carrying out their emergency duties</p> <p>Co-ordinate emergency response with others across the ship, responding to orders and feeding back reports</p> <p>Lead & coordinate actions to be taken in a range of shipboard incidences as defined in the company's emergency procedures</p> <p>Co-ordinate the movement and management of a large group of crew / passengers over a specified area, such as a muster station, through the correct deployment and briefing of staff</p> <p>Make decisions and adapt plans as situations develop, providing feedback to the senior responsible officer</p> <p>Manage and react to the behaviours and needs of crew / passengers to maintain safety</p> <p>Arrange and undertake annual exercises and quarterly drills</p> <p>Attend relevant medical emergencies in conjunction with the Medical Team</p> <p>Undertake mustering of own department and ensure all personnel are accounted for</p> <p>Ensure supervisors receive adequate training to undertake their duties and make sound decisions</p> <p>Assist with setting up of the On Scene Command during an incident</p> <p>Work within the assessment party undertaking crowd control duties</p> <p>As holder of PSC & RB may be in charge or 2nd in charge of a survival craft and therefore responsible for the safety and well being of persons inside</p> <p>Maintain order of the survival craft during abandonment of the vessel, ensure survival procedures are followed at all times and that all members of the survival craft crew are fully trained and understand their responsibilities</p> <p>Undertake other emergency duties / routines within the ERP as directed</p> <p>Undertake any other emergency duties required that are specific to vessel</p> <p>Follow all emergency procedures as directed</p>
Safeguarding	<p>Undertake duties as the Ship's Designated Safeguarding Person (DSP)</p> <p>Challenge and deal with any inappropriate behaviour by staff or other adults towards children</p> <p>Ensure any child safeguarding issues are investigated in accordance with the Company's</p>

	Safeguarding of Children policy Liaise directly with the Designated Person Ashore keeping them informed of any issues
Security	Provide advice and guidance to others regarding ship security and undertake training where required Drive and actively promote security onboard the ship Implement the relevant level of security as required Undertake 'ship rounds' ensuring the integrity of the ship is not compromised Report incidents following the correct procedures Maintain crime scene management to the required standards Ensure security equipment and systems are properly tested and calibrated

Technical

Knowledge/Skill	Summary of Responsibilities
Ship Security Management	Oversee the whole ship's security both when in port and at sea, monitoring movements of passengers, crew and visitors Make pragmatic decisions regarding changing security protocols when required Have extensive and detailed knowledge of the ISPS policies and procedures as they relate to the ship / fleet and keep up to date with emerging legislation Identify improvements and suggest changes with regards to the security function Ensure access to the ship is properly manned and secured at all times Manage the allocation of crew and visitor identity cards, arranging cancellation and release of replacement cards Manage the master key system ensuring the correct processes are followed
Incident Investigation	Lead and manage the investigation of incidents, directing others, coordinating resources, managing the flow of information and planning activities Ensure high standards of crime scene preservation are followed by the team Write clear, factual reports of any incident Evaluate incidents and make recommendations for future preventative action
Immigration and Port Procedures	Liaise with Port authorities, Police and other shore side officials regarding ship security matters including vessel checks Interpret information from and appropriately question port authorities to fully understand requirements Confidently and professionally deal with any incidents and formal audits / inspections relating to port procedures

Business

Knowledge/Skill	Summary of Responsibilities
IT Skills	Competent in the use of most MS Office Software
Audit & Compliance	Carry out audits of the security department, including key signing logs, following a prescribed process to ensure that information is gathered systematically and comprehensively Co-ordinate resources on ship to support the audit in gathering the required data to evidence compliance Complete full and accurate records to demonstrate compliance with the audit Respond to changes in relevant local, national and international security policies working with shore side team to ensure continued compliance

People / Management

Knowledge/Skill	Summary of Responsibilities
Customer Service	Adapt quickly and remain calm when passenger requirements or demands change, or escalate the requirement to ensure a quick resolution is achieved Identify opportunities to do extra for passengers, independently, or in collaboration with colleagues Make and suggest adjustments to the service in response to passenger feedback and understanding of the passenger profile for the cruise

Advising & Influencing	Provide specialist advice to support relevant situations and decisions Present complex information to non-specialists in the most appropriate format to enable decisions to be made Advise Managers and Senior Officers regarding crime scene protection ensuring the integrity is preserved
Dealing with Challenging People	Deal with challenging people situations in a confident and professional manner Use own knowledge and experience to coach, train, and support others in dealing with such situations
Facilitation Skills	Run team meetings effectively, including agendas, timing and ensuring views are heard Facilitate meetings discussing pertinent issues, reaching agreed actions
Quality Assurance	Observe, review and assess all aspects of the quality of service being provided within the team against the agreed quality standards Take action when any element of the service or work being carried out is not up to standard
Planning & Prioritisation	Plan work schedules for the team Prioritise tasks and projects for the team, ensuring efficient delivery and in line with the ship's priorities Ensure security equipment is regularly maintained and order stores as required Complete full and accurate handover notes and relevant check lists
Resource Management & Delegation	Manage resources across, and resolve conflicts between, teams Make decisions regarding resources allocation onboard and support and encourage Ship Security Specialist to make effective delegation decisions Ensure correct allocation of resources to manage incidents
Providing Performance Feedback	Provide prompt feedback in the most effective manner ensuring feedback is both positive and constructive
Coaching & Mentoring	Hold effective developmental discussions with team members Act as a coach or mentor for team members, wider line management and subject specialist situations
Training	Deliver effective security training or instruction sessions Identify and undertake team training and development

<u>CUK behavioural expectations</u>	
Speak Up	<ul style="list-style-type: none"> Identifies and addresses barriers to team speaking up Speaks out about concerns and encourages team to do the same Is comfortable in challenging and raising concerns to all levels Speaks honestly and contributes ideas and views openly Knows and uses the correct channels to report concerns
Respect & Protect	<ul style="list-style-type: none"> Treats everyone with respect and ensures team does the same; builds trusting relationships Ensures that all team members are included Safeguards the health, wellbeing and safety of colleagues and guests Looks for more efficient and sustainable solutions that protect the environment Is compliant when it comes to safety and environmental policy
Improve	<ul style="list-style-type: none"> Promotes team work and collaboration with other areas Learns from experience & others, takes action to continuously develop Keeps up to date with the rules & protocols Consistently monitors to ensure team's compliance with legal and policy requirements
Communicate	<ul style="list-style-type: none"> Adjusts style to suit audience Sets the tone by role modelling sound work ethics Talks about and demonstrates the Culture Essentials Regularly shares information, plans & priorities and invites open discussion Is widely trusted, transparent and free from hidden agendas
Listen & Learn	<ul style="list-style-type: none"> Seeks and is open to feedback: learns for others observations Reviews data from audits, surveys and reports to ensure continuous improvement Consults with others to improve knowledge & judgment Takes ownership of challenges & obstacles even if outside
Empower	<ul style="list-style-type: none"> Understand the needs of others

	<ul style="list-style-type: none"> • Coaches others & creates an environment where people do their best work • Invites input from team, encourages diversity of thought, shares ownership and visibility • Communicates with energy and engages the team in getting results • Invests time and energy in supporting and upskilling team
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Person Specification

	Has experience of investigation processes
	Shows a genuine enthusiasm and passion for working within a security environment
	Socially confident and adopts a professional manner, exhibiting excellent social skills in even the most formal

	situations
	Calm under pressure, taking a logical approach to problem solving and involving and communicating to relevant stakeholders throughout
	Decisive and responsive to emerging situations
	Adaptable and flexible in the face of change or unanticipated events
	Models high standards of ethics and appropriate behaviour
	Understands and demonstrates an understanding of safeguarding
	Organised, structured and focused on the detail in their approach to work
	Communicates assertively and honestly at all times
	Demonstrates cultural and interpersonal sensitivity in dealings with others
	Understands the importance of customer service and its impact on the security framework
	Considers and manages risk (safety and reputational) in all situations including those of a safeguarding nature
	High levels of stamina and resilience due to working hours and demands for responding to incidents and issues
	Loyal to the Carnival UK brand and compliant with company policies and procedures
	Requirement to undergo an enhanced criminal records check with barred list check

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1.2	Mike McCartain	01 September 2015