

# Carnival UK Job Description

## HR Manager

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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.

<b>Reporting to:</b> Captain & Senior Fleet HR Manager	<b>Department:</b> Non Departmental
<b>Leadership Responsibility:</b> Ship Team as part of SMT responsibilities	<b>Location:</b> Fleet based across CUK
<ul style="list-style-type: none"><li>- Onboard Trainer</li><li>- Crew Services Manager</li></ul>	<b>Budget Responsibility:</b> Understand and effectively manage department budget
<b>Size of Department:</b> Up to 5	<b>Revenue Responsibility:</b> Understand how Balanced Business Score Card and other measures are met

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### Standard Role Summary:

The HR Manager is part of the SMT onboard supporting and driving company initiatives and changes, providing expert knowledge and guidance on all HR aspects, including performance, training, disciplinary matters and all seafarer welfare engagement. The HR Manager plays an active role in developing the Safety Culture onboard along with other SMT operational duties.

Overall responsibility for the provision of all administration matters relating to the ship's company, ensuring high standards are maintained at all times.

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### Primary Responsibility of the Role:

Provide an effective HR Business Partnering service onboard which is pragmatic, commercial, solution focused and provides a professional HR service to the fleet/ship.

Share clear accountability as part of the SMT in delivery of the balanced scorecard and other business priorities.

Work collaboratively with the shipboard teams and other HR colleagues in supporting and driving Company and HR Strategy, cultural change and associated leadership development.

Work in close collaboration with the Onboard Trainer to provide suitable and relevant training for the onboard ship team. Oversee the provision of all administration matters relating to the ship's company, including officers, crew, concession staff and guest entertainers. Ensure the ship's administration complies with all relevant local and international procedures and MLC requirements.

Build and maintain an effective team ensuring all issues are resolved in a professional and customer focused manner. Effectively manage own department, complete appraisals identifying development opportunities and provide support to guide, motivate and direct the team.

Oversee the onboard promotions process, supporting managers with interviews, selection, and succession planning and undertake leadership training as required.

Attend corporate sponsored social events as a figurehead of the SMT.

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### Key Responsibilities & Duties:

## Core Knowledge & Skills

<b>Experience / Qualifications</b>	<b>Summary of Requirements</b>
	<p>CIPD qualified, preferably to graduate level</p> <p>HR Management and/or HR Business Partner experience is essential</p> <p>Strong operational and generalist background</p> <p>Previous experience of delivering leadership and management training</p> <p>Performance management experience</p> <p>Significant employee relations experience</p>
<b>Certificates</b>	Valid ENG1 medical certificate or equivalent for the duration of each voyage

### HESS (Health, Environment, Safety and Security)

<b>Knowledge/Skill</b>	<b>Summary of Responsibilities</b>
<b>Health and Safety</b>	<p>Actively create and promote an environment where passenger and crew safety awareness is uppermost in people's minds at all times.</p> <p>Lead by example by taking care of the health and safety of self and others</p> <p>Support Managers to undertake risk assessments and provide guidance on safety conversations</p> <p>Observe, monitor and feedback on safety compliance across all ship areas</p> <p>Coach our leaders on safety leadership and safety conversations and support the SMT on safety tours</p> <p>Demonstrate safety leadership in accordance with our CUK safety behaviours</p> <p>Report all accidents, 'near miss' incidents and work related ill health conditions to Senior Officer and Safety department</p> <p>Ensure all work equipment, personal protective equipment, substances, and safety devices are used correctly</p> <p>Take part in safety training &amp; risk assessments and suggest ways of reducing risks</p> <p>Carry out risk assessments within designated area of responsibility</p>
<b>Public Health</b>	<p>Follow all company public health policies and procedures appropriate to the role</p> <p>Complete all necessary public health paperwork accurately</p> <p>Institute appropriate public health precautions as relevant to role</p>
<b>Environment</b>	<p>Ensure the team are aware of their Environmental responsibilities as defined by ISO 14001 and as stipulated by Carnival UK</p> <p>Apply company procedures regarding Environmental Management consistently across the department</p> <p>Monitor compliance to environmental legislation and effectively deal with areas of concern</p> <p>Carefully manage the environmental impacts of all tasks under own responsibility</p>
<b>Emergency Duties</b>	<p>Have full understanding of the ERP</p> <p>Work with the command team to maintain the integrity of the ship during an incident</p> <p>Coordinate and provide leadership to multiple teams in an emergency situation</p> <p>Give advice and guidance to others in an emergency situation</p> <p>Communicate and liaise effectively with shore based and other emergency organisations where necessary</p> <p>Work as part of the SMT coordinating complex emergency situations</p> <p>Responsible for internal communications during an incident</p> <p>Collate reports at regular stages from muster control and ensure all personnel are accounted for</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>
<b>Safeguarding</b>	<p>In-depth knowledge of CUK safeguarding children policies and procedures</p> <p>Ensure any safeguarding impact is taken into account when undertaking changes</p> <p>Challenge and deal with any inappropriate behaviour by staff or other adults towards children</p> <p>Report any concerns of a safeguarding nature to the Designated Safeguarding Person (DSP)</p>
<b>Security</b>	<p>Apply the correct security measures for own department / area</p> <p>Lead and direct the team in applying security measures and actively promote understanding of security issues</p>

	Encourage security awareness within the team
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## **Technical**

<b>Knowledge/Skill</b>	<b>Summary of Responsibilities</b>
<b>Business Partnering/ Stakeholder Relationships</b>	Share accountability with the SMT and contribute to the performance of the Ship in relation to the balanced scorecard and other business priorities. Identify people issues in partnership with operations on board and support them with advice and expertise to resolve these matters. Work effectively with specialist HR teams to provide a seamless HR service. Build positive working relationships with all Ships Company, being highly visible around the ship, asking relevant questions and engaging at all levels.
<b>Employee Relations</b>	Provide advice and support on employee relations and people issues on board. Build management/supervisory responsibility and capability in resolving employee relations and people issues. Responsible for ensuring the appropriate development and coaching of Senior Officers on board with regard to people management matters and employment legislation.
<b>Recruitment &amp; Retention</b>	Identify any resourcing issues on board, and work collaboratively with the on board management team and shore side Resourcing Team to address them. Oversee the onboard Promotions process; supporting managers with interviews, selection, and succession planning through Individual Development Plans. Develop strategies to address turnover issues on board, completing exit interviews and analysing associated trends.
<b>Ships Company Welfare/ Engagement</b>	In conjunction with the Ships Company onboard, oversee and support the overall Crew Welfare Programme. Manage employee engagement, feeding back issues to the SMT and working together to implement required changes. Be the onboard contact for crew care, particularly in regards to the serious crew incident or medical landing process. Ensure the Crew Office staff are aware of MLC requirements
<b>Customer Service</b>	Respond immediately, positively and calmly to changing customer requirements and needs, and ensure that team members also respond appropriately Engage customers in appropriate conversation to understand customer needs in depth, show high levels of respect for their individual needs and ensure their interests are catered for

## **Business**

<b>Knowledge/Skill</b>	<b>Summary of Responsibilities</b>
<b>Passenger Profile</b>	Ensure the needs and expectations of our passengers are met and exceeded
<b>Designing Improvements</b>	Work with the SMT in proposing improvements to operational processes for Senior Management as and when required
<b>Driving Change</b>	Lead and embed change/ improvement plans on board and ensure that plans are fully communicated to the teams. Work with the teams to ensure that the change/improvement is embedded for the future.
<b>Commercial Decision Making</b>	Deliver against the Balance Scorecard Measures and relevant budgets. Understand when commercial decisions could cause conflict between departments and be able to make the right decision according to business priorities.
<b>Audit &amp; Compliance</b>	Coordinate the resources to ensure that the internal and external audit programmes are delivered. Undertake audits of own department on a regular basis.

## **People / Management**

<b>Knowledge/Skill</b>	<b>Summary of Responsibilities</b>
<b>Resource Management and Delegation</b>	Support the SMT in the management of their teams and allocating resources across the vessel to meet operational demands
<b>Providing</b>	Embed the principles of providing performance feedback and is able to train/ coach others

<b>Performance Feedback</b>	in providing feedback to improve performance
<b>Coaching and Mentoring</b>	Act as a mentor/ coach to a range of people across the ship (outside of areas of specialism)
<b>Training Delivery</b>	Ensure a coordinated approach to onboard development and training, working alongside Managers & Fleet/Hotel Trainers to identify training and development needs, and assist in the design and delivery as appropriate. Responsible for ensuring the appropriate development and coaching of on board management/supervisors with regard to people management matters and employment legislation. Support Onboard Trainers to deliver training ensuring standards of delivery are understood and maintained.
<b>Supervision and Management of Teams</b>	Support the Management team in providing clear direction and supervision of their teams on a daily basis to ensure that business priorities are delivered Able to delegate and follow up on actions delegated to individuals, and encourages/ supports wider delegation decisions across teams Manage and prioritise resource across teams, managing and resolving any conflicting priorities Provide clear direction and supervision of own team on a daily basis to ensure that business priorities are delivered

**CUK Behaviours** (Refer to the skills profile for detailed CUK Behaviours)

<b>Leadership</b>	Setting and driving leadership behaviours for all officers that manage people
<b>Future Focused/ Make Change Happen</b>	Developing and communicating a clear vision for the ship in line with the business and driving the agenda to ensure that change is embedded and delivered
<b>Enabling and working with others/ Being visible</b>	Leading and motivating the team and is actively involved in the management of the operation
<b>Straight Talking</b>	Creates a culture where open, honest and direct communication is encouraged and embraced
<b>Customer Centred</b>	Creates a customer –centred culture in all departments that puts the customer at the start and heart of all decisions on board
<b>Leading Safety</b>	Drives and leads the safety culture and encourages others to continuously improve Takes responsibility seriously for the safety of all onboard the ship

**Person Specification**

	Self managed and motivated with a strong drive to take accountability for own work
	Recognised by others as having excellent interpersonal skills; motivating, mediating, coaching and training others towards excellent standards of management practice and customer service
	Highly resilient and calm under pressure, maintaining focus and energy levels even under sustained pressure or when having to implement unpopular change, deal with disputes, or give difficult messages
	Models high standards of discretion and interpersonal and professional behaviours at all times
	Socially confident and adept at interacting, and building effective relationships with, a wide range of passengers and colleagues, in formal and informal social situations
	Actively promotes the safety of all passengers and crew and encourages and directs others to engage in positive safety behaviours
	Decisive and flexible, able to quickly assess the appropriate approach to an emerging issue or take preventative action to prevent HR issues escalating
	An enthusiastic advocate and promoter of excellence in HR strategy and practice, investing in their own and others' knowledge and continuing professional development, and acting as a Subject Matter Expert
	A clear, articulate and honest communicator, giving unambiguous verbal instructions and reports, and producing easily understood written documents
	A strategic thinker that can identify requirements and opportunities for changes to HR procedures that ensure the highest levels of welfare and performance of all crew, whilst remaining commercially viable
	Effective at analysing multiple sources of information in order to come to sound judgements
	Highly organised and conscientious in approach to work, following Carnival policies and procedures diligently

	Highly culturally sensitive and can work well with people from all backgrounds and ethnicities, and encourages others to do the same
	Sensitive to the priorities and difficulties faced by other departments, working with them to ensure that HR practices and initiatives are pragmatic and reap benefits for operations
	Is loyal to the Carnival UK brand and communicates a genuine commitment to achieving the company vision

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