

Carnival UK Job Description

Crew Services Manager

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: HR Manager	Department: HR
Leadership Responsibility: Crew Administration Staff	Location: Fleet based across CUK vessels
Titles of Direct Reports: <ul style="list-style-type: none"> - Assistant Manager Crew Services - Assistant Manager Payroll (where applicable) - Administrator (Crew) 	Budget Responsibility: Manage department costs within company guidelines
Size of Department: Up to 5	Revenue Responsibility: Ensure a cost effective and efficient administrative operation

Standard Role Summary:

Ensure and manage the provision of all administration matters relating to the ship's company, including officers, crew, concession staff and guest entertainers.

Primary Responsibility of the Role:

Responsible for the overall operation of all administration matters relating to the ship's company, including maintaining accurate records of the number of crew sailing on board and relevant crew changes. Ensure all Crew have followed the correct signed on / off procedures as required. Provide the necessary crew documentation for entry and departure at all ports including immigration, visas and customs lists. Ensure all joining crew have original and valid copies of legally required paperwork necessary for them to work onboard. Liaise with Port Agents for HR logistics and Crew flights, including Guest Entertainers where applicable, arranging cost effective transfers. Manage the crew payroll and currency exchange and ensure the safe storage of all crew passports. Update and maintain electronic and manual files to ensure accurate crew records are held at all times.

As part of the on board HR department provide support to the HR Manager as and when required.

Attend corporate sponsored social events as required.

Key Responsibilities & Duties:

Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements
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	<p>Previous, proven office management experience Excellent computer skills, proficient in the use of MS office software Excellent planning and organisation skills Cash handling / payroll experience advantageous Cruise Ship experience desirable Knowledge of MAPS / CORE desirable Good command of written and spoken English</p>
Certificates	Valid ENG1 medical certificate or equivalent for the duration of each voyage

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 Report all accidents, 'near miss' incidents and work related ill health conditions to manager / supervisor / team leader and to the safety department Follow safety rules and procedures Use work equipment, personal protective equipment, substances, and safety devices correctly Take part in safety training & risk assessments and suggest ways of reducing risks. Carry out duties in a safe manner in accordance with corporate policies and procedures</p>
Public Health	<p>Demonstrate at all times excellent hand washing techniques and coughs and sneezes etiquette 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 Implement the principles of the onboard Garbage Management Plan and Ship Energy Efficiency Management Plan for area Complete all environmental records accurately</p>
Emergency Duties	<p>Understand the emergency duties and routines onboard ship Take an active part in the ship team's response to an incident Ensure familiar with ship's emergency alarms and routines Ensure familiar in the use of all fire fighting appliances located within area of responsibility Ensure familiar in the use of the ship's life saving appliances and equipment including lifeboats and liferafts Participate fully in all relevant drills and training Know how to raise the alarm when necessary Able to identify escape routes and emergency exits Understand the function and operation of fire screen / splash tight and watertight doors Responsible for internal communications during an incident Collate reports at regular stages from muster control and ensure all personnel are accounted for In the event of an incident or emergency assist with public area clearance or administration duties as directed Undertake other emergency duties / routines within the ERP as directed Undertake any other emergency duties required that are specific to vessel Follow all emergency procedures as directed</p>
Safeguarding	<p>Aware of CUK safeguarding children policies and procedures Report any concerns of a safeguarding nature to the Designated Safeguarding Person (DSP)</p>
Security	<p>Apply the correct security measures for own department / area Lead and direct the team in applying security measures and actively promote understanding of security issues Encourage security awareness within the team</p>

Technical

Knowledge/Skill	Summary of Responsibilities
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Quality Standards	Full understanding of the quality standards required and proactively work to achieve and comply with the agreed standards (ie) Financial
Immigration and Port Procedures	Ensure all ship's company are accounted for before departure from port Consistently follow the correct procedures regarding documentation and information required from port agents to facilitate immigration and port procedures Liaise with port authorities to understand the information required and where possible prepare in advance Confidently and professionally deal with any crew incidents and formal audits / inspections relating to immigration and port procedures
Customer Service	Respond immediately, positively and calmly to changing customer requirements and needs, and ensure that team members also respond appropriately Regularly find and exploit opportunities to enhance the customer experience and increase satisfaction Engage customers in appropriate conversation to understand their needs in depth, show high levels of respect for their individual needs and ensure their interests are catered for Plan the activities and services the team provides in response to an in-depth analysis of the crew / passenger profile for each cruise

Business

Knowledge/Skill	Summary of Responsibilities
IT Skills	Proficient in the use of most MS Office Software
Cash Handling & Accounting	Maintain and manage all accounts for cash and currency exchange, including balancing Monitor and investigate any discrepancies Oversee and/or undertake the administration of the crew monthly payroll, dealing with any pay related queries
Audit & Compliance	Complete full and accurate records to ensure compliance for both internal and external audits Provide the necessary documentation requirements for the ship's logbook showing accurate movement of crew Complete financial checks on a regular basis to ensure continued integrity and audit compliance Ensure all statutory certification requirements are met and complete safe manning documents Undertake both physical and computer checks of certification for all ship crew members ensuring compliance with company policies and procedures Maintain and update 'SIRO' database to ensure accurate and up to date information is held Manage data transfer from 'MAPs' to ensure data corresponds and is accurate

People / Management

Knowledge/Skill	Summary of Responsibilities
Advising & Influencing	Present specialist information to non-specialists in a manner in which it can be understood Influence others where appropriate to help make the most effective business decisions
Dealing with Challenging People	Assess challenging situations and make appropriate decisions on when and how to resolve them Confidently and professionally diffuse emotionally charged situations
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 Crew Administration team Prioritise tasks and projects for the team, ensuring efficient delivery and in line with the ship's priorities, taking into account itineraries and port visits
Resource Management & Delegation	Delegate tasks with clear instructions, expectations and necessary responsibility Support team members in meeting objectives and workload

Providing Performance Feedback	Provide prompt feedback in the most effective manner to ensure that the advise is accepted and understood Ensure feedback is both positive and constructive
Coaching & Mentoring	Assist colleagues to solve their own problems when appropriate by providing help and guidance
Training	Deliver effective knowledge sharing or instruction sessions to others in the team

CUK Behavioural Expectations

Speak Up	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	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	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	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	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	Understand the needs of others 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

Person Specification

	Has experience of/or ability to manage a team
	Creates a positive working environment building a culture of openness and trust
	High attention to detail, ensures information and reports provided are to the highest standard
	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
	Organised, structured and focused on the detail in their approach to work
	Communicates assertively and honestly at all times
	Socially confident and adopts a professional manner, comfortable making conversation with passengers
	Keeps up to date with relevant legislation and certification requirements
	Loyal to the Carnival UK brand and compliant with company policies and procedures

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1.1	Dawn Gardener and Anthony Smith	01 September 2014