



MCA ROLE PROFILE

1. JOB DETAILS

Role Title	Quality Service Manager		
Location	HQ Southampton	Grade	EO
Directorate	DMSS – Directorate of Maritime Safety and Standards	Reports To	Certification Manager
Direct Reports	4	Indirect Reports	8

Context

This is a customer facing management role in the Seafarer Training and Certification Branch within the Directorate of Maritime Safety and Standards. You will be responsible for managing a team of certification officers within the branch and ensuring that Certificates of Equivalent Competency (CECs) and other documents issued to seafarers and shipping companies comply with the relevant legislative requirements and are issued accurately within the time frame of our service level agreement

Role Purpose

To manage performance within the CEC Team and provide a high level of customer service to shipping companies through delivery of seafarer documents within the stated service standards. You will manage and develop relationships with shipping company crewing departments in relation to the issue of CECs.

Key Responsibilities

Customer Service and Stakeholder management

Managing an individual portfolio of between 80 and 100 company crew managers, taking a proactive approach to customer service by establishing contact with crew managers and building and maintaining successful stakeholder relationships.

Act as a point of contact for companies applying for safe manning documents, providing advice and guidance in a professional manner, building relationships and promoting the image of the branch and the MCA.

Ensuring that seafarer documents are issued in within the published service level agreements and that they are accurate and comply with MCA quality policy,.

Authorisation and monitoring of agreements with shipping companies for conducting English language tests and attestation of documents.

Provide information and advice about CECs to stakeholders

Work with the Customer Account managers (CAMs) in the UK Ship Register team and providing support and advice to (CAMs) and MCA marine surveyors working as Customer Service Managers.

Team Management

Undertake the people management responsibilities for the Certification Officers in the team in accordance with branch and MCA deadlines, the staff handbook and supporting guidance as set out on the HR guidance.

Distribute work fairly between team members and measure individual progress and achievements

Complete the preparation of the monthly CEC team statistical return and ensure that team members are accurately recording information

Maintain develop and update the CEC Team desk instructions and QMS documents.

Act as document controller for CoCs, CECs and other security items, distributing to section staff and Marine Offices as necessary and ensuring effective stock control.

Branch Management

Take an active part in management across the branch by working with other team leaders, your line manager and other managers to make best use of resources. Attend and provide positive input at the Branch Management in Weekly Strategy meetings.

To take an active part in the recruitment of new Certification Officers.

In conjunction with the HEO and other EOs, act as deputy system controller for the Seafarer Documentation System.

Complete the preparation of the monthly CEC statistical return and ensure that team members are accurately recording information.

Key Stakeholders

Who:	Why:
<ol style="list-style-type: none">1. Shipping companies and seafarers.2. Line Manager and other managers within Seafarer Training & Certification Branch.3. Examiners within Seafarer Training & Certification Branch and MCA surveyors.4. UKSR.5. External bodies (e.g. AMERC, SQA and RYA).	<ol style="list-style-type: none">1. We are a customer-facing and fee-earning branch. We issue seafarer certification vital to the employment of seafarers and the operation of shipping companies. These are our external customers whom we work with to meet our domestic and international obligations.2. We work as a team to make the best use of resources within the branch.3. For technical input and information giving.4. When a shipping company is flagging in there is a need to coordinate actions to ensure that CECs and CRAs are issued on time.5. In relation to agreements between STC Branch and external bodies.

2. BEHAVIOURS AND TECHNICAL COMPETENCIES FOR RECRUITMENT, SELECTION AND PERFORMANCE

Key Civil Service Behaviours	Level
Managing a Quality Service	2
Delivering at Pace	2
Making Effective Decisions	2
Leadership	2

Technical Competencies / or Professions - where applicable		
Area of Skill/Knowledge	Framework	Level

Level definitions for technical competency or professions

Level 0 - **No knowledge required.**

Level 1 - **Overview knowledge, an appreciation of the subject.** The jobholder needs to have knowledge of the key principles but is not expected to apply the knowledge in detail.

Level 2 - **Basic knowledge and experience.** The jobholder has to have a good grasp of the fundamentals of the areas of knowledge but needs to refer to other sources for detailed information when required to deal with other than the most straightforward situations. Supervision and guidance from more experienced colleagues is expected.

Level 3 - **Detailed knowledge with more experience.** The job holder needs to have built on basic knowledge and experience of a range of applications and deals with the majority of situations encountered on own initiative.

Level 4 - **Specialist.** The job holder needs to consistently apply a detailed knowledge and experience and is an acknowledged source of guidance and advice in the most difficult and complex areas.

3. MCA VALUES

- All roles are expected to at all times behave in accordance with these

Safety	We lead by example in promoting safe working practices that protect our people, our assets and all those at work or leisure in the maritime environment. We embed safety awareness in our own culture and through partnership working, education and regulation.
Professionalism	We take personal responsibility and accountability for team excellence, learning, innovation and the sharing of best practice. We apply our knowledge and skills consistently and impartially. We are committed to improving performance through continuous professional development.
Trust	Trust underpins everything we do. We behave in an honest, considered and consultative manner and can be relied on to honour and deliver our commitments.
Respect	We treat everyone fairly and with dignity. We encourage and value everyone's contribution We will not tolerate bullying and harassment.

4. ESSENTIAL MINIMUM QUALIFICATIONS AND OTHER SPECIFIC REQUIREMENTS

Essential minimum criteria

Ability to use MS Office (Word, Excel)

Customer service experience

Good oral and written communication skills

Office experience

Management experience

The role requires security clearance (approved by the Head of Information Assurance)
and/or

Yes

Criminal Record Bureau clearance

Yes

Special Features of the role (working hours/health standards, etc.)

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Date Authorised

27-Aug-2020

Review date

26-Aug-2021

HR APPROVAL

Role Profile approved by Human Resources?

Yes

Approved by

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Date Approved

27-Aug-2020