



MCA ROLE PROFILE

1. JOB DETAILS

Role Title	Senior Maritime Operations Officer		
Location	JRCC or MRCC	Grade	EO
Directorate	HMCG - HM Coastguard	Reports To	Team Leader (Maritime)
Direct Reports	0	Indirect Reports	0

Context

HM Coastguard is the operational arm of the MCA with responsibility for six Coastguard functions, being Search and Rescue, Pollution Response, Vessel Traffic Management, Maritime Safety, Maritime Security, and Accident and Disaster Response. There are three delivery disciplines within HM Coastguard: Maritime Operations, which coordinates activities from an operations room environment; Aviation, which operates the Aeronautical Rescue Coordination Centre from an operations room environment, and; Coastal Operations, which manages resources and service provision on the coast. This post is part of Maritime Operations.

Role Purpose

The role holder is responsible for the functional integrity of Coastguard operations, both within the UK area of interest and within a defined national or international operational area. Although having no direct line management responsibilities, the post holder will, as delegated, lead and supervise operations teams of Coastguard officers at the Joint Rescue Coordination Centre (JRCC), or at a regional Maritime Rescue Coordination Centre (MRCC).

Key Responsibilities

The role-holder is responsible for:

Acting as Mission Coordinator or providing oversight for officers taking on this operational command and control role, and following up on incidents by reviewing or producing post-operation reports as appropriate, and where necessary conducting post-mission reviews;

Managing day-to-day operations as delegated, and ensuring the role-holder's delegated team provide a high and effective standard of service delivery including SAR & Emergency Response, VTM supervision, MSI, Safety Guidance and Advice, and Data & Information Management;

Planning, prioritising and managing work based on dynamic risk assessments, and ensuring resources are available for both forecast and actual demand;

Balancing work against resource and - where assessed as necessary, or where there is a skills deficiency in the role holder's team, or where workloads may exceed the capacity of the role-holder's team - recommending additional staff or assistance from other teams to provide suitable coverage;

Acting as Search Mission Coordinator, where delegated;

Implementing sound leadership, management and direction within a team, and ensuring safe working practices are maintained;

Promoting a culture of safety to mariners and coastal users; and

Ensuring their own continuous professional development, by participating in training, exercises and team assessments, and undertaking mandatory work.

Key Stakeholders

Who:	Why:
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Mariners	Ensures information is provided that supports and promotes awareness of Safety of Life at Sea. Acts as Mission Coordinator for SAR and supervises operational performance.
National and International Operational Partners and OGD	Manages day-to-day operations, operation support and mutual information exchange.
Public	Co-ordinates the response to requests for assistance to people on the coastline at risk of death or injury. Ensures the accurate provision of Maritime Safety Information.

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

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

Technical Competencies / or Professions - where applicable		
Area of Skill/Knowledge	Framework	Level
Response and Coordination	Coastguard	2
Mission Conduct & Incident Command	Coastguard	2
Emergency Planning	Coastguard	2
Operational Communications	Coastguard	2
Maritime - Operational Systems	Coastguard	2
Maritime - Search	Coastguard	2

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

Essential:

The minimum entry requirement is (a) being qualified as an Maritime Operations Office and (b) having a valid Search Mission Coordinator (SMC) qualification at the time of interview.

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.)

The role holder will be expected to work within a shift system in an operations room. Shift cycles will rotate to cover a 24/7 emergency service provision.

This role is subject to health standard requirements.

The role holder will occasionally rotate out of the watch rota in order to undertake wider project or development work.

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Authorised by

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HR APPROVAL

Role Profile approved by Human Resources?

Yes ☐

Approved by

Date Approved