

MCA ROLE PROFILE

1. JOB DETAILS

Role Title	Maritime Operations Officer (MOO)		
Location	JRCC/MRCC	Grade	AO
Directorate	HMCG - Her Majesty's Coastguard	Reports To	Team Leader
Direct Reports	0	Indirect Reports	0

Context

HM Coastguard (HMCG) is the operational arm of the Maritime and Coastguard Agency with responsibility for 6 key functions: Search and Rescue (SAR), Pollution Response, Vessel Traffic Management, Maritime Safety, Maritime Security and Emergency and Disaster Management. There are three delivery disciplines within HM Coastguard: Maritime and Aeronautical Operations, which coordinate activities from an operations room environment, and; Coastal Operations, which manages resources and service provision on the coast. This is part of Maritime Operations.

Role Purpose

As a member of a watchkeeping team at either the JRCC (Joint Rescue Coordination Centre) or an MRCC (Maritime Rescue Coordination Centre), the role holder must be able to competently operate and update all HMCG control room operating systems and communication mediums including 999 and distress and urgency traffic in order to support an effective, efficient, and prompt response to incidents relating to the 6 Coastguard functions. The role holder will also be competent in Vessel Traffic Management (VTM).

Key Responsibilities

The role holder's key responsibilities are:

- Accurately updating, maintaining, and verifying incident logs, records, databases and plans;
- Ensuring that all operational systems are functioning correctly and escalate faults as required;
- Correctly operating all HMCG Communication and Operational systems within their Rescue Coordination Centre, in accordance with Standard Operating Procedures;
- Maintaining familiarity of all changes and updates to guidance and instructions, relevant to the role;
- Assisting in the efficient management of SAR & Emergency Response by:
 - o responding to emergency calls or requests for assistance
 - o gathering information
 - o contributing to the formulation of incident plans
 - o alerting, tasking and supporting SAR assets as directed
 - o notifying other responders and interested parties as directed
 - o providing situational awareness and updates
- Providing the public with maritime safety information and other information such as tides and weather;
- Monitoring vessel movements through the provision of VTM (Vessel Traffic Management), identifying anomalies, intervening, and

providing information and advice to vessels, and incident response and reporting; and

Undertaking specific functions allocated to a particular Rescue Coordination Centre.

Key Stakeholders

Who:	Who:
Mariners	Provision of information that maintains awareness to support Safety of Life at Sea. Delivery of appropriate response to maritime accidents/incidents
National and International Operational Partners and OGD	Coordination, operational support and mutual information exchange.
Public	Response to requests for assistance to people on the coastline at risk of death or injury. Provision of Maritime Safety Information.

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

Key Civil Service Behaviours	Level
Making Effective Decisions	1
Communicating and Influencing	1
Delivering at Pace	1

Technical Competencies / or Professions - where applicable		
Area of Skill/Knowledge	Framework	Level
MCA Organisation	Coastguard	2
Mission Conduct and Incident Command	Coastguard	2
Operational Communications	Coastguard	2
Nautical Knowledge	Coastguard	2
Environmental Factors	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	<p>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.</p> <p>We embed safety awareness in our own culture and through partnership working, education and regulation.</p>
Professionalism	<p>We take personal responsibility and accountability for team excellence, learning, innovation and the sharing of best practice.</p> <p>We apply our knowledge and skills consistently and impartially.</p> <p>We are committed to improving performance through continuous professional development.</p>
Trust	<p>Trust underpins everything we do.</p> <p>We behave in an honest, considered and consultative manner and can be relied on to honour and deliver our commitments.</p>
Respect	<p>We treat everyone fairly and with dignity.</p> <p>We encourage and value everyone's contribution</p> <p>We will not tolerate bullying and harassment.</p>

4. ESSENTIAL MINIMUM QUALIFICATIONS AND OTHER SPECIFIC REQUIREMENTS

Essential minimum criteria

Candidates are required to have a minimum of two GCSE passes at grade C in English and mathematics, equivalent qualifications will be accepted.

The technical training is equated to the A-level standards and candidates will need to show potential to work to this level. There will be a requirement at assessment to demonstrate an accurate typing speed of 20wpm.

Candidates must not have been dismissed by the MCA (Maritime and Coastguard Agency) within the past 24 months for failure to pass the required training for operational posts within HM Coastguard.

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 developmental work.

Successful candidates will have attained 18 years of age to comply with the shift-working requirements of the working time regulations.

The role holder will be required to attend formal training events at the MCA's designated training facilities and this may require spending time away from home and the normal workplace.

Prepared By

Duncan Ley

Authorised by

Helen McCaffery

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Review date

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HR APPROVAL

Role Profile approved by Human Resources?

Yes

Approved by _____

Date Approved _____