

## Role Description

<b>Role Title:</b> Seasonal Cruise Vessel Jetty Operatives 2025	<b>Effective Date:</b> February 2025
<b>Reports to:</b> Stena Line Jetty Operations Manager	<b>Business Unit:</b> Stena Line Ports Ltd
<b>Location:</b> Holyhead	<b>Team:</b> Deep Water Jetty

### Context

The Port of Holyhead is expected to handle around 64 cruise ships between April and October, 2025 and a similar amount in 2026. The majority of these ships will berth on the Deep Water Jetty (DWJ).

Depending upon the size of the ship between 500 to 3,000 passengers may be expected to go ashore on pre-arranged tours, or make their own independent arrangements to visit Holyhead and the surrounding areas.

Ships will arrive at approximately 0700 (7AM) and depart at approximately 1800 (6PM). Most passengers go ashore between 0800 and 1000 and then return from lunchtime onward.

These passengers are transported from the ship by coaches (for pre-arranged tours), or shuttle busses to the Port entrance (for independent visitors). This can involve as many as 45 coaches and shuttle busses which need to be controlled on and off the jetty.

Stena Line Ports through Môn CF are looking to establish a close-knit seasonal team to work on the jetty to support passenger operations at the DWJ in a safe and fun environment.

### Primary Purpose

1. the safe and efficient guidance of passengers between the ship and the buses/coaches.
2. setting up the jetty ready for the ships arrival and the putting away of equipment after its departure
3. The marshaling and control of buses and coaches on and off the DWJ
4. Assisting with putting in, taking out, and moving the passenger gangway
5. Assisting ship staff in setting up their equipment on the jetty
6. Making a good impression on visiting passengers and presenting Stena Line in a positive manner

### Key Relationships

1. Your other team members and Team Leader
2. The passengers
3. The Stena Line Jetty Operations Manager
4. The Coach drivers
5. The ship's staff

## Internal/External Impacts

As a passenger facing role it is imperative that you leave a good impression on the visiting passengers and ship's staff to ensure you positively promote Stena Line Port's reputation and Holyhead as a premier cruise destination.

Your actions must never compromise your safety or the safety of others

## Education, Qualification, Experience, and Qualities

Basic mathematics and English skills  
Clear spoken English,

Training will be given as required including emergency procedures.

Experience of being a Banksman, Fork Lift Truck Driving, First Aid at Work, or manual handling, would be useful but not essential as training can be given.

Please note there is a degree of manual handling involved and working outside on an exposed location .

Most importantly: to be of smart appearance; reliable; have common sense; have a flexible attitude to work; be comfortable dealing with passengers, ship's crew and your colleagues; a customer centric focus and have a good work ethic.

## Accountabilities

You are accountable for:

1. Ensuring a safe environment for Passengers, ship's crew, your colleagues and yourself
2. Understanding the emergency procedures and being able to take suitable action in event of an incident.
3. Controlling the movement of busses and coaches
4. Controlling the safe movement of passengers and crew
5. Undertaking any reasonable task that may be assign to you in connection with cruise ship operations at the DWJ.
6. Maintaining a neat and tidy personal appearance (PPE will be supplied) and maintain cordial relations with passengers, ship staff and your colleagues.
7. Presenting Stena Line Ports and Holyhead in a positive light.
8. Setting up the jetty prior to a ships arrival and putting equipment away after its departure
9. Putting in, taking out, and moving the ships gangway as and when required
10. Supervising ancillary tasks such as the ship taking stores, disposing of garbage and ensuring it is done safely

## Leadership Competencies

## Competency required

Leadership competencies are not a requirement but being a team player is.

### Technical Competencies & Skills

Manual handling  
Lifting and slinging (if required and trained)  
Handling ship's ropes/making fast (if required and trained)  
Passenger Marshalling

### Note

The requirements and responsibilities contained in this job description do not create a contract of employment and are not meant to be all-inclusive. They may be changed by the organisation during employment on an as-needed basis