



MCA Training Manager Candidate Information Pack

April 2017



A message from the Chief Executive

Thank you for showing an interest in this position.

UKSA worked with over 10,000 people last year, with over three quarters of these being under the age of 25. We know our work with young people is genuinely transformational and we are all passionate about continuing to grow this area. However we also know that to achieve this, our commercial operations have to be sound. The Impact Report available to candidates gives you more details of type of work we deliver and the impact we make.

2017/18 will see us focusing on ensuring our training revenues drive sufficient surplus into the charity to underpin our future sustainability and invest in our transformational Sea.Change activities. With the pressure on local government and the public sector as a whole to reduce their expenditure and make budget cuts, it is essential now more than ever that UKSA has a self-sustaining model on which to grow and be able to invest in the charity and achieve our strategy and vision.

The MCA Training provides professional training to comply with the STCW requirements for all levels from new starter to Master of a 3000gt Large Commercial Yacht. The students range from 16 year-old new starters in the industry to experienced adults. At UKSA, this commercial work supports our business' charitable activities.

The MCA Training Manager will work with the Yachting and Watersports Managers to organise the day to day management of the MCA courses, Instructors and equipment and, to assure the long term sustainability, reputation and charitable activities of UKSA by expanding the MCA business. The successful post holder will be responsible for ensuring the quality of delivery of the MCA courses is maintained and complies with regulatory frameworks. Liaising with the MCA and Merchant Navy Training Board and other Training providers and industry partners, this role is key to ensuring UKSA's high standards are maintained and all courses fully comply with current legislation.

The successful post holder will develop and deliver UKSA's MCA business development and strategies, and support others in achieving agreed business plan objectives.

I look forward to your application.

Ben Willows
Chief Executive



About UKSA

We are a youth charity that uses the power of the sea to transform the lives of thousands of young people each year, from all around the UK. The charity was formed in 1987 by Noel and Sylvia Lister who wanted to educate and enrich the lives of young people, using their experience of the sea, including the infinite challenges and gifts it offers, and the power it holds to make change. Nearly thirty years on, this remarkable ethos remains at the heart of UKSA. Our activities fall into two areas:

Sea.Change

We provide life-changing opportunities to schools and groups, disadvantaged and disaffected young people who are not in education, employment or training (NEETs) and young offenders. A common theme for many of these individuals is the low expectation they have of themselves and we challenge them to transform and to create opportunities for themselves.

Sea.Careers

We are the world's largest provider of marine training, ranging from watersports instructor, through to training officers working on vessels up to 3,000 gross tonnes. This work cross-subsidises our 'Sea Change' activities.

We are proud of the large number of students who leave us to start their first jobs in the maritime industry, and go onto a lifetime of opportunity.

Application process

Please complete the application form which is available on the website and email it to

recruitment@uksa.org

Closing date: 2 May 2017

Date for interview / selection process: 9 May 2017

Job Description and Person Specification	
Job Title:	MCA Training Manager
Reporting to:	Head Of Operations
People/Team Management:	MCA Lectures
Band:	B3
<p>Key Purpose:</p> <p>To be responsible for:</p> <ul style="list-style-type: none"> • Maintain relationships with IAMI, MCA and MNTB for the benefit of UKSA • Planning and developing all Maritime programs. • Responsible for the UKSA Quality Assurance system in line with MCA training • Responsible for the liaison between UKSA and the MCA • Responsible for the upkeep of UKSA navigation simulators and technical resources • Responsible for the delivery of and to teach on UKSA MCA training courses 	
<p>To be accountable for:</p> <ul style="list-style-type: none"> • Accountable for all MCA training programs • Accountable for the requirements set by the MCA, the law and content meets industry and regulatory standards • Accountable for management and updating of all MCA course notes and modules to MCA and MNTB guidelines • Providing expert advice on, and contributing to, the development and progress of the UKSA's objectives in respect of MCA training. 	
<p>Financial & Performance Management</p> <ul style="list-style-type: none"> • Ensure the delivery of effective performance management, financial control and budget management for areas of responsibility. • Support the preparation of annual budgets for income, expenditure, staffing and capital. 	
<p>Health & Safety</p> <ul style="list-style-type: none"> • Demonstrate a duty of care of your own health and safety and that of other employees, co-workers, customers and other UKSA personnel to help everyone meet our share legal requirements. 	
<p>Individual/Team Performance and Development (if not managing staff)</p> <ul style="list-style-type: none"> • Ensure adherence to all policies and procedures and promote the Vision, Purpose and Values of UKSA • Understand your objectives and how these fit in with individual, team and business performance • Take responsibility for your own performance and development by preparing for and take full part in 1-1 reviews and appraisals with your manager 	
<p>People/Team Management/Leadership (managing staff)</p> <ul style="list-style-type: none"> • Deliver excellent customer service standards by understanding and responding to our customers' changing needs • Conduct effective and timely 1-1 reviews and appraisals with all staff, ensuring that performance 	

<p>expectations and development needs are challenged and supported</p> <ul style="list-style-type: none"> Facilitate and support staff development to ensure appropriate knowledge, skill, experience and qualifications are in place to meet performance expectations Effective management of all staff covering recruitment, induction and orientation, conduct matters, consistent application of statutory requirements and Company Policy and Procedure, contractual terms and conditions, engagement and professional development reviews Prepare for and take full part in 1-1 reviews with manager Maintain sufficient staff cover to ensure business continuity. Ensure appropriate communication, consultation and staff engagement Participate in the Duty Manager rota fulfilling all associated responsibilities, issued separately Lead by example to promote adherence to all policies and procedures and upholding the Vision, Purpose and Values of UKSA
<p>General</p> <ul style="list-style-type: none"> Comply with and promote UKSA equality and diversity, data protection and health & safety policies and procedures. Make a commitment to deliver excellent customer service.
<p>This Job Description and Person Specification is not exhaustive and reasonable flexibility is expected to meet the changing needs of the business; it will be reviewed and may be updated from time to time in conjunction with the post holder.</p>

Person Specification		
	Essential	Desirable
Knowledge:	MCA & MNTB training schemes	Financial budgeting
Qualifications:	Master 3000 (yacht) STCW 2/2	Master unlimited STCW 2/2 Teaching qualification
Experience:	Management experience in a service-focused or customer-facing environment Successful partnership working with internal and external colleagues to support the learning, development and welfare of students. Financial management and budget planning	MCA teaching experience Working in maritime training Involvement in relevant national professional networks
Skills:	Operational management of staff, including their performance and development. Good communication skills IT literate Strong customer focus	Proven teaching experience Operation planning and logistics



MCA Training Manager - Key terms and conditions

Salary	Salary <u>circa</u> £45,000 Payable on or before 28 th of each month
Annual Leave	25 days plus Bank Holidays The leave year runs from 1 December to 30 November.
Working Hours	40 hours per week worked over 5 days Some flexibility in your hours will be required to include weekends, public holidays and evenings as the needs of the business dictate. Some travel and overnight stays should be expected.
Location	This role is primarily based at UKSA, Arctic Road, Cowes but travel to other locations as part of the role will be required. A valid Driving Licence is therefore required.
Pension	National Employment Savings Trust Employer contribution of 1%
Sickness	In the first three months of employment you are entitled to Statutory Sick Pay only, thereafter UKSA will pay up to 6 casual or "waiting" days in any rolling calendar year.
Notice Period	During the probationary period notice will be 1 week and after that 4 weeks' notice will be required.
Probationary Period	6 months
Disclosure and Barring Service check	A clear Enhanced DBS disclosure will be applicable



We are UKSA
This is how we work

Staff code of conduct: We are one team – collaboration across departments and functions is critical to the success of our organisation and the excellent care and quality of delivery to our clients. Professionalism should flow through everything we do and customer care should be our priority; Professional presentation of staff, site, delivery and service is at the heart of all we do.

Our clients see everything we do

Respect and support your colleagues – “that’s not my job” doesn’t exist at UKSA

Our organisation expects us to support each other and work together. Our values support this:

- Challenge, have fun and smile
- We take care of ourselves, those around us and this place
- Be part of who we are and help others do the same
- Tell the truth, hear the truth, act truthfully
- ‘If not you, who? If not now, when?’

UKSA Dress code

- Staff must adhere to our dress code at all times
- Front of house, maintenance, housekeeping, instructors and lecturers will wear branded uniform
- Smart office wear is expected for all other staff
- Tailored shorts are acceptable in the summer
- Neat board shorts are acceptable for watersports instructors
- No flip flops for any staff.

Phones

- We have a phone policy – it is expected that all staff are aware of it and work within the policy
- Calls should be answered within 3 rings
- Everyone should take their own calls – **it maybe a customer**
- If messages are taken, caller information must be accurate and details should be emailed and passed on
- Employees must take ownership of their answerphone messages
- Personal mobile phones should not be used during working hours – unless it's agreed with your manager or a personal issue that is urgent
- Every office will have an overflow line

Email and letters

- Respond to all correspondence within 3 days
- If you cannot reply fully within that period, contact should be made confirming a realistic timeframe of when a response will be made (maximum of 10 working days)
- Only CC someone into an email if necessary and note that the copied individual/s do not need to action anything
- Conversations should not be taking place over email; email should primarily be used to pass over information – if a discussion is required, face to face or phone communication is preferable
- Email is not there make a record and collect evidence of someone not doing something
- All staff should use the UKSA standard out of office message when not in the office
- Respond to all meeting requests and where possible, meetings should not to be scheduled in over lunch time.
- Where possible, planned meetings / 1-1's should not be cancelled at short notice without prior discussion

Complaints

- Acknowledge the complaint within 24 hours and provide a timeframe for a full response if unable to provide one immediately
- Provide a full response within 10 working days
- Extend the timeframe only where absolutely necessary and an explanation for the delay should be provided
- If you are the person a complaint is raised with then it is incumbent on you to ensure the complaint is resolved to a conclusion

Work Stations

- Free tea and coffee will be provided to all staff in the Lister Kitchen
- A microwave can be used by all staff in the Lister Kitchen
- Hot food is not to be consumed at desks
- There should be no refreshment areas in offices
- Desks / work stations should be left tidy and organised at the end of each day
- Office cleaning standards will be upheld

Smoking

- Staff are only able to smoke in the designated smoking area on site
- Staff are not allowed to smoke outside the front gates and in front of Victory. Staff are expected to ask students not to do this
- There is no smoking on yachts when alongside in marinas (anywhere)
- Staff are not permitted to smoke when out on corporate sailing days

Site, Classrooms & Accommodation

- The rear car park area behind the swimming pool needs to be kept tidy, and available for groups parking when required – it is not used to store staff personal boats, or equipment
- **All staff** are expected to adhere to the lecture room user guide – **all staff** must support this by leaving rooms to the correct standard and layout; it's everyone's responsibility



- If a piece of equipment is left / found in the wrong place then return it to its correct location
- Evening duty staff will set the rooms up and site appropriately for the following day
- Site and fleet workshops must be kept clean, safe and tidy at all times

Timelines and objectives

- Completing work on time is vital for success – timelines for completion of work / projects must always be agreed. If these cannot be met it is not acceptable to let them go past the agreed deadline without prior agreement
- All staff are expected to work within the UKSA objective framework and ensure this is updated and agreed with your manager

Our Clients

- Meeting and greeting our clients is critically important – All staff are expected to make our clients feel welcomed and cared for at all times
- Say good bye! Showing our clients that we care and we want them to come back to us is very important; we must always say goodbye and please come again.

