



Port of Milford Haven

JOB PROFILES



Welcome to the Port

Thank you for thinking about a career with the Port of Milford Haven. It's a busy operation, since our establishment in 1958, we have provided port services for the oil and gas industry and we are now the UK's largest energy port. As well as our core responsibility as a Port Authority we own and operate a ferry terminal, cargo port, a marina and waterfront destination, a fish dock and commercial property portfolio. With increasing levels of on water activity as well as flagship projects that are creating new opportunities in renewable energy and leisure and tourism, it's an exciting time to join the team.

We are no ordinary business so our employees must be extraordinary. And we treat them that way. Opportunities to shine, great benefits, a strong focus on personal wellbeing, stunning working environment and skills development are at the heart of the Port's appeal. We have great teams who ensure we deliver what our clients need and that we meet our core purpose; to build the Haven's prosperity.

I am proud to work alongside our employees. I hope you might choose to join us one day.

Tom Sawyer,
Chief Executive



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What is the work like?

As an Accounts Assistant you would work in the Sales or Purchase team within the Accounts Department, office based. You would handle the processing of invoices, taking and making payments, inputting data and handling telephone queries.

What qualifications and experience would you need?

You would need to be qualified to a degree level, or to A Level including Maths (A-C). Plus a minimum of 5 GCSE's (Grade C or above) or equivalent including Maths and English.

Experience in an accounts department is preferred. AAT Association of Accounting Technicians or Business Studies qualification would be advantageous.

What further training and development might be available?

Mainly on-the-job training for processes and procedures. Ongoing training in the workplace for accounts systems. Desktop E-learning courses on a range of related topics available. Where identified need, AAT qualifications through NVQ's. There may be opportunities to progress to supervisory/team leader roles.

What are the hours and working conditions?

You would work a full-time 37.5 hour week Monday to Friday with MHPA, though there are part-time opportunities. Most of your work would be computer based and on the telephone. You would be based in the Accounts Department Offices in Milford Haven.

What skills and knowledge would I need?

- Good communication skills – written and verbal.
- Good IT skills (Microsoft Office).
- Accuracy and attention to detail and processes
- A confident manner, particularly when dealing with difficult customers
- Ability to work with minimal supervision, but also to know when to refer to a Supervisor



Accounts Assistant



What is the work like?

As an Administration Assistant you would deal with day-to-day office work including word processing, photocopying and filing, organisation of meetings and minute taking. You would be working in a support role within a team coming into contact with a wide variety of people.

What qualifications and experience would you need?

Most posts require education to NVQ Level 3/A Level or equivalent standard. A formal secretarial/administration qualification would be beneficial, though people with good typing skills and some office experience may be considered for certain positions. You will need to demonstrate ability to produce professionally laid out documents through a computer literacy test at interview.

What further training and development might be available?

MHPA encourages all staff to develop their skills to enable them to do their jobs better, so individuals wishing to gain further qualifications relevant to the job will generally be supported. This might, for example, be an NVQ Level 3 or 4 in Business and Administration through Pembrokeshire College or an online courses.

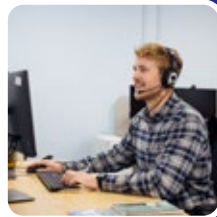
What are the hours and working conditions?

Most Administration Assistants work a full time 37.5 hour week with MHPA, Monday to Friday, though there are part-time opportunities. You could be based at any of the MHPA offices in Milford Haven or Pembroke Dock. Most of your work would be computer based and on the telephone, assisting colleagues and members of the public. Some positions involve secretarial work for senior managers.

What skills and knowledge would I need?

- Good communication skills, written and oral
- Good level of English, spelling and grammar
- Computer literacy with excellent typing skills
- Accuracy and attention to detail and processes
- Good organisation skills with a methodical approach to tasks
- Able to use own initiative but also to know when to refer to a supervisor
- Ability to work well as part of a team

All job vacancies as they arise are advertised on the MHPA website available at www.mhpa.co.uk:



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What is the work like?

As Community Engagement Assistant you would be involved in a broad range of activities, supporting the Stakeholder Engagement & Communications manager. You would take a supporting role in the management of the community programme and would be supporting the Communications and Marketing department.

What qualifications and experience would you need?

You would need to be educated to minimum NVQ level 3/A level standard and it would be beneficial to have some experience in a similar administrative role. An interest in marketing, communications and Public Relations would be beneficial.

What further training and development might be available?

E-Learning is available for MHPA staff to expand their skillset.

What are the hours and working conditions?

You would work 37.5 hours per week with occasional evening and weekend working. You would be mainly office based within a Communications and Marketing team. There would be a high proportion of computer and office based work. You would assist in the organisation and co-ordination of events, meetings, careers fairs, exhibitions, port visits and internal events which would involve being in contact with a broad range of contacts inside and outside the Port.

What skills and knowledge would I need?

- Good communication/interpersonal skills
- Effective writing skills appropriate to the publication
- Good administrative/organisational skills
- Good working knowledge of MS Office including Word, Powerpoint, Excel and Access
- Knowledge and interest in use of internet as a marketing tool
- Research skills
- High degree of accuracy and attention to detail



Assistant Community Engagement



What is the work like?

As Head of Engineering you would be responsible for developing the Port's engineering and property strategy. You would be part of the Management Team and would lead Engineering team managing projects to ensure works are completed on time and within budget.

What qualifications and experience would you need?

You would need to have a degree and masters in an Engineering related qualification, with civil engineering experience gained at senior level.

What further training and development might be available?

As a professional Engineer you would be expected to keep your knowledge up to date by undertaking 'Continuous Professional Development' in all aspects of the job with Chartered membership of an appropriate institute, preferably ICE.

What are the hours and working conditions?

You would be working a minimum 37.5 hours per week, Monday to Friday. However senior management roles invariably involve working longer hours as workload demands. Work would be divided between being office based, and out and about on site. You would be working with colleagues inside the organisation at all levels as well as external organisations, contractors and suppliers.

What skills and knowledge would I need?

- Good communication skills
- Project management skills
- Ability to manage people
- Good presentation/influencing skills
- Decision making and problem-solving ability
- Industry awareness, changes in technologies
- Commercial awareness/financial management capability





What is the work like?

As a Freight Operative you would handle the vessel and freight service operational requirements. You would drive specialist 'tug' vehicles for loading and unloading unaccompanied trailers; you would also drive other vehicles for loading and unloading. Health & Safety is key for this role along with strict adherence to security arrangements.

What qualifications and experience would you need?

This post requires you to hold a HGV 1 driving licence. Previous experience in a similar role would be desirable but not essential.

What further training and development might be available?

MHPA encourages all staff to develop their skills to enable them to do their jobs better, so individuals wishing to gain further qualifications relevant to the job will generally be supported. This might, for example, be an NVQ in Port Operations through Pembrokeshire College.

What are the hours and working conditions?

Freight Operatives within MHPA work a 'split shift' and would normally work 10.30am to 3.30pm and again at 10.30pm to 3.30am. The shift roster would run as 3 days on and 3 days off. You would be working outside and could be subject to bad weather conditions

What skills and knowledge would I need?

- Good communication skills
- Ability to work under pressure and on own initiative
- Ability to work to strict guidelines
- Work well as part of a team





What is the work like?

As Harbourmaster you would be a member of the Senior Management Team responsible for developing and implementing the Marine Strategy. This includes the provision of assets and services to ensure the safe and efficient use of the Haven by commercial and leisure users. You would be responsible for the Marine team.

What qualifications and experience would you need?

To become Harbourmaster at Milford Haven Port you would require a Class 1 Masters Certificate of Competency with seagoing experience. You would require a working knowledge of background legislation and knowledge of the Ports and Shipping Industries. Previous experience of leading a team in a sea-based environment is essential.

What further training and development might be available?

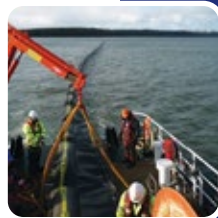
On going training as required.

What are the hours and working conditions?

You would be working a basic 37.5 hours per week. However senior management roles invariably involve working longer hours as workload demands. Mainly office based you would be working with colleagues inside the organisation at all levels as well as external organisations, agencies and customers. As one of the Authority's representatives in Port emergency situations you would be on-call out of office hours.

What skills and knowledge would I need?

- Good communication skills
- Good presentation and influencing skills
- Good IT and report writing skills
- Financial acumen and budgetary control
- People management skills
- An understanding and interest in UK and worldwide oil and gas markets





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Jetty Hand



What is the work like?

As a Jetty Hand you would assist the Coxswain on board pilot boats to provide a safe, effective and reliable pilot transfer service, patrol activities and oil pollution responses in and around Milford Haven waterway. You would be involved in deck hand duties, keeping watch and routine maintenance of vessels and jetty.

What qualifications and experience would you need?

You would need demonstrated boat handling experience and a sound knowledge of the waterway. You would need to hold a RYA Powerboat level 2. Additional RYA and MCA certificates are desirable, as well as a VHF certificate. Computer literacy would be advantageous.

What further training and development might be available?

A full induction with ongoing on the job training in all Jetty Hand duties. You would be required to actively increase your knowledge of the Haven and study the relevant codes of safe practice including the "Small Commercial Vessel and Pilot Boat (SCV) Code". You would attend the Basic Sea Survival course and be expected to achieve RYA Advanced Power Boat with Commercial endorsement. All water based marine staff are required to hold current First Aid training. Possibility of progression to Leading Seaman/ Coxswain roles.

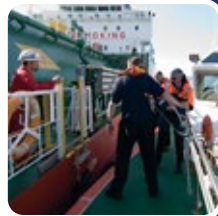
What are the hours and working conditions?

You would be working an average 39.3 hours per week consisting of 12 hours a shift with a pattern of 4 on 4 off, including days, evenings, nights and bank holidays, with some occasional paid overtime. You would be based on board pilot vessels or on the jetty in all weather conditions. Jetty Hand's must live within 15 miles or 30 minutes travel time to MHPA HQ in Milford. A Jetty Hand must hold a Maritime & Coastguard Agency certificate of medical fitness

What skills and knowledge would I need?

- Flexible approach to work
- Good interpersonal skills
- Ability to work on own initiative as well as part of a disciplined team

All job vacancies as they arise are advertised on the MHPA website available at www.mhpa.co.uk:





What is the work like?

This role is to assist with the smooth running of the Marina and Docks to provide an excellent service to our customers. It includes a broad range of duties cargo handling, mooring of ships, oil pollution response, support to the Pierhead Operations and fuelling craft.

What qualifications and experience would you need?

NVQ in Port Operations would be desirable and previous experience with basic boat handling.

What further training and development might be available?

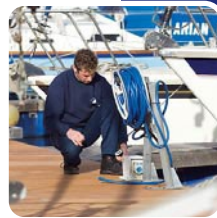
On the job training for all aspects of the job including training and operating the lock gates. All Marina staff are encouraged to undergo First Aid Training, Health and safety awareness.

What are the hours and working conditions?

Marina Operatives work a full time 40 hour week on a shift basis which involves working evening, night and day shifts, (4 on 4 off) including week-end and bank holiday working. The job involves working indoors and outside on Milford Marina in all weather conditions.

What skills and knowledge would I need?

- Good communication skills
- Customer service
- Basic IT/administration skills
- Basic boat handling skills
- Health and safety awareness
- Ability to follow procedures
- Flexible approach to work
- Ability to work on own initiative but essentially part of a team





What is the work like?

As a Marine Operator you would support the Marine Officer managing the safe movement of vessels in and out of Milford Haven Port.

What qualifications and experience would you need?

Good general education is required. A knowledge of the waterway is important and/or an understanding of VTS procedures. Basic IT skills in MS Office. VI03-1 or LPS Certificate is desirable.

What further training and development might be available?

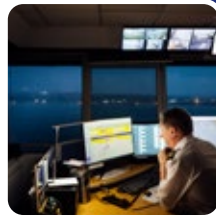
All Marine Operators undergo an external training course to achieve a VI03-1 or VI03-2 Class 5 Certificate of Competency. Training in use of all other computerised systems, Imap and radar would be given on the job. Experienced Marine Operators may have the opportunity to be promoted into a more senior Marine Officer role.

What are the hours and working conditions?

You would work a full time average of 38.7 hours a week on a shift basis which involves day, evening and night time working as well as week-end and bank holiday working as per the roster. The shift pattern consists of 4 on, 4 off, x 4, 4 on 12 days off. In addition, some overtime would be required. You would be based in Port Control working on computers and communicating with a broad range of waterway users, shipping agents, launch crews and pilots via telephone and VHF radio. Marine team are required to live within 15 miles or 30 minutes travel time in case of emergency.

What skills and knowledge would I need?

- Good communication skills, with calm confident manner
- Basic IT skills in MS Office
- Ability to follow procedures
- Accuracy and attention to detail
- Methodical organised approach to work





What is the work like?

As a Marine Pilot you would plan and discuss shipping movements with the Ship's Master, Shipping Agents, Port Control and Harbourmaster. You would conduct the safe movement of vessels from sea, berth and anchorage in accordance with guidelines and procedures.

What qualifications and experience would you need?

All pilots require a Master Class 1 Foreign Going Certificate and seagoing experience in a watch keeping navigational role, to be considered for training with MHPA. Typically this would be achieved through a career at sea in the British or Merchant Navy.

What further training and development might be available?

Once with MHPA, after 6 months they will progress to Class 5 Pilot which enables them to bring certain size vessels in and out of the haven. It takes approximately five years for pilots to become authorised to handle LNG vessels entering or leaving the Haven. All pilots have ongoing training to meet the demands of the variety of vessels coming into the Port and new circumstances as they arise - they will train on the job and also by attending Naval College simulator training. All are expected to undergo first aid training.

What are the hours and working conditions?

Pilots work 24 hours on (with 8 hour rest breaks) and 48 hours off as per rota. Bank holidays are classed as work days. Pilots are expected to live within 15 miles or 30 minutes travel time of MHPA HQ, Milford Haven. All pilots are required to attend an annual medical.

What skills and knowledge would I need?

- Good knowledge of the Haven Waterway
- Good communication skills – must speak English clearly and fluently
- Fit enough to be able to climb on and off vessels
- Excellent colour vision
- Calm confident manner with ability to direct actions of others
- Computer literate





What is the work like?

As a Project Manager you would be responsible for managing the Port's portfolio of projects, overseeing all aspects of the project including coordination and completion, on time and on budget.

What qualifications and experience would you need?

You would need to be degree educated with five years experience or a relevant vocational qualification (HND/HNC/NVQ3/BTEC/foundation degree) in subjects, including: Project management, construction management, quantity surveying.

What further training and development might be available?

As a Project Manager you would be expected to keep your knowledge up to date by undertaking 'Continuous Professional Development' in all aspects of the job with Chartered membership of an appropriate institute.

What are the hours and working conditions?

You would be working a minimum 37.5 hours per week, Monday to Friday. However depending on the project needs, evening and weekend work may be needed and will involve working outside in inclement weather.

What skills and knowledge would I need?

- Good communication skills
- Ability to manage people
- Good presentation/influencing skills
- Decision making and problem-solving ability
- Industry awareness, changes in technologies
- Commercial awareness/financial management capability





What is the work like?

As a Security Operative you must ensure that the Port is kept secure. This would include maintaining security presence by patrolling and using surveillance. You must also ensure that there are no unauthorised persons on site and to issue and record visitor passes. You may be expected to search vehicles and process all incoming and outgoing freight.

What qualifications and experience would you need?

As Security Operative you must hold a driving licence as you would be expected to use the company vehicles on site; in some cases you would be expected to hold a Fork Lift Truck Licence. To become a Security Operative you must receive police clearance and not have a criminal record.

What further training and development might be available?

MHPA encourages all staff to develop their skills to enable them to do their jobs better, so individuals wishing to gain further qualifications relevant to the job will generally be supported. This might, for example, be an NVQ in Port Operations through Pembrokeshire College.

What are the hours and working conditions?

You would be working 12 hour shifts (48 hour week). Shifts begin at 6am/6pm on a rota system.

What skills and knowledge would I need?

- Ability to work under pressure and on own initiative
- Ability to work to strict guidelines
- Ability to stay calm and polite in difficult circumstances



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Watch Manager



What is the work like?

As a Watch Manager you would be responsible for the day to day operation of the watch (launch crew) on board the pilot boats. This would include the pilot transfer service, patrol of the waterway and oil pollution response work. This would involve working closely with members of marine management, the launch crew, pilots, and port control. The Watch Manager is responsible for ensuring the vessels are properly maintained and adequately manned in order to respond to customer demand or incidents on the waterway.

What qualifications and experience would you need?

You would need a MCA Boat Masters Licence and Certificate of Medical Fitness issued by the Maritime and Coastguard Agency for the area or a Commercially endorsed RYA Advanced Power Boat Certificate. You would require a Marine VHF Certificate and an HSE approved First Aid Certificate. You would need demonstrated practical boat handling experience with a good local knowledge of the Haven.

What further training and development might be available?

Ongoing training in use of navigation equipment and IT software. Health and safety with regular man overboard and emergency exercises. Watch Managers would be expected to further develop knowledge of the Haven through patrol work and studying maritime charts. Training and development in leadership skills, performance management, coaching and supervision of staff.

What are the hours and working conditions?

You would be working an average 39 hours per week consisting of 12 hour shifts with a pattern of 4 on 4 off, including days, evenings, nights and bank holidays with some occasional paid overtime. You would be based on board pilot vessels in all weather conditions. Watch Managers must live within 15 miles or 30 minutes travel time to Ports jetty in Milford.

What skills and knowledge would I need?

- Good communication skills
- Effective leadership skills with the ability to motivate others
- Ability to work on own initiative and act decisively whilst working as part of a disciplined team
- Ability to remain calm and composed
- Administration/IT and report writing skills

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What is the work like?

As the Water Ranger you would assist the Deputy Harbourmaster in implementing the Milford Haven Waterway Recreational Plan. The Plan aims to ensure the safe enjoyment for all users of the Waterway, whilst conserving the environment. This involves working with other local authorities, boat owners, schools and any other interested individuals and groups. You would also be responsible for an Assistant Water Ranger during the busy summer months.

What qualifications and experience would you need?

You would require a minimum of a commercially endorsed RYA Advanced Powerboat qualification (commercially endorsed), with practical boat handling experience.

What further training and development might be available?

RYA Safety Boat, RYA Yacht Master Theory, First Aid Certificate.

What are the hours and working conditions?

You would be working an average 37.5 hours per week but would need to be flexible as the post involves regular evening and weekend working to conduct patrol work and attend water-based events. Your time would be spent out on the waterway, attending public and private meetings as well as some administration work back in the office.

What skills and knowledge would I need?

- Good communication, presentation and influencing skills
- Ability to manage conflict situations confidently and effectively
- Excellent organisational and supervisory skills
- Good administration/IT and report writing skills
- Ability to work on own initiative with little or no supervision
- Driving licence



Frequently Asked Questions:

How do I apply for a job at the Port?

All applications must be submitted via our recruitment portal on our website. (We do not accept applications via CV or email alone). If you have applied for a vacancy with us in the past you will be able to log in using your existing log in details.

How many people work at the Port?

We have approximately 200 employees.

Is work experience available?

We do welcome applications for work experience on an ad hoc basis.

If you'd like to find out more about Careers at the Port, visit www.mhpa.co.uk/about/careers-at-the-port or scan this QR Code:



Gorsewood Drive
Milford Haven
Pembrokeshire
SA73 3ER

Tel: +44 (0)1646 696100
Fax: +44 (0)1646 696125
enquiries@mhpa.co.uk
www.mhpa.co.uk