

# POSITION DESCRIPTION

Port Nelson -The Region's Gateway to the World



## CALWELL SITE MANAGER

<b>Reports To</b>	Marine Operations Manager
<b>Location</b>	Nelson
<b>Key Relationships</b>	<div>Internal: Calwell Slipway Team Marine Operations Team Environment, Infrastructure and Maintenance Teams People and Safety, Finance, and Business Systems Teams PNL Senior Management and Leadership Teams</div> <div>External: Customers and potential customers Port Users and other stakeholders Vessel owners Skippers Contractors – divers, winch operator Naval architects Relevant Marina Industry Associations NZ Customs &amp; MPI</div>
<b>Direct Reports</b>	Calwell Slip Master Marine Facility Operators Casual Hands (as required)
<b>Delegated Authority</b>	As per delegated authority guidelines.

## SECTION A – OUR ORGANISATION

Port Nelson is owned by Infrastructure Holdings Limited which is owned equally by Nelson City Council and Tasman District Council. Our purpose is to facilitate regional prosperity, *Kia āhei ki te kōkiri whakamua ki te taumata ā-rohe*.

Port Nelson is the maritime gateway for Te Taihū – a vital hub for economic activity and a key facilitator of our region's continued growth and prosperity. We are solution-focused offering world-class customer-orientated services alongside a highly experienced and knowledgeable team.

The values by which we operate our business are best described by the acronym ASPIRE, standing for:

### ACCOUNTABILITY

To be accountable for our actions, our performance and outcomes.

### SAFETY

To act in a manner that prevents the risk of injury or danger.

### PASSION

To maintain a powerful and compelling enthusiasm about what we do at Port Nelson.

### INTEGRITY/ HONESTY

To be truthful, upright and act according to what is right.

### RESPECT

To hold the people around us in high esteem and show consideration

### EXCELLENCE

To continually strive to be the best at what we do.



## SECTION B – POSITION PURPOSE

- Develop, lead and manage all aspects of the Calwell Slipway and Hardstand facility (hereafter Calwell) from day-to-day operations to identifying and developing future business opportunities. Promote Calwell as a marine centre of excellence in Nelson.
- Manage all aspects of Fisherman's Berth operations including berthage agreements and compliance.
- Deliver excellence across all operational areas, ensuring high customer satisfaction, safe and efficient operations, and strong team performance.
- Operate Mobile Boat Hoist and other operational equipment and roles as resourcing requires.
- The role requires commercial awareness and contribution to the strategic and operational management of the Calwell business unit, with a strong focus on health and safety and environmental performance, and management of infrastructure recognising the role of the Calwell as a generator of economic development within the region.

## SECTION C – KEY ACCOUNTABILITIES

Key Accountabilities	Task
<b>Leadership</b>	<ul style="list-style-type: none"><li>• Provide strong operational leadership to deliver safe, efficient, and customer-focused outcomes of the slipway business.</li><li>• Develop and manage day-to-day operations while identifying and progressing future business opportunities.</li><li>• Promote excellence in Health and Safety, and environmental performance.</li><li>• Engage effectively with internal and external stakeholders to achieve operational and strategic goals, and client satisfaction.</li><li>• Build and maintain a high performing, engaged team with open communication, coaching, and regular performance feedback.</li><li>• Contribute to budgeting and financial management processes.</li><li>• Address employee issues promptly and fairly to support a positive and collaborative work environment.</li><li>• Actively contribute and support Port Nelson's strategic direction and values.</li><li>• Ensure alignment between Calwell objectives and Port Nelson's wider organisational priorities.</li></ul>
<b>Customer Service and Operational Leadership</b>	<ul style="list-style-type: none"><li>• Prepare quotes for customers in line with approved schedule of charges.</li><li>• Prepare deposits to secure booking slot.</li><li>• Manage hardstand bookings and maintain up to date schedule communicating all changes to affected customers.</li><li>• Ensure all hardstand customers enter into service agreement prior to delivery of service, and references signing of contracts prior to vessel arriving.</li><li>• Maintain accurate record of hours and services provided to boat hoist customers and ensure full and accurate invoicing.</li><li>• Ensure appropriate agreements are entered into with Calwell customers and services are delivered and invoiced as agreed.</li><li>• Maintain and update Calwell rules for the operation to address issues within the facility.</li><li>• Actively engage with current and potential future customers to search for and create business opportunities including promotion and marketing of the facility, and networking within the wider NZ Marina and NZ Marina/Boatyard industry.</li></ul>

	<ul style="list-style-type: none"> <li>• Respond in a friendly and efficient manner to customer enquiries, requests, resolve complaints, and ensure customer satisfaction.</li> <li>• Ensure that staff have resources and training required to enable competent performance in their roles, and sound service delivery.</li> <li>• Oversee staff management including team rostering and ensuring appropriate staffing levels.</li> <li>• Oversee and delegate work to direct reports and manage their overall performance and conduct.</li> <li>• Ensure operational assets and facilities are clean, tidy, safe and well organised.</li> <li>• Ensure all administration systems, procedures and reporting requirements meet a high standard of accuracy and timeliness.</li> <li>• Respond to out of hours callouts if required.</li> <li>• Manage operational relationship with NZ customs and MPI.</li> <li>• Hold MPI operator certificate for relevant Transitional Facilities</li> <li>• Ensure compliance with other MPI compliance programmes (e.g. Port of First Arrival, RCS and six-sided inspections) as relevant.</li> </ul>
<b>Health, Safety and Wellbeing</b>	<ul style="list-style-type: none"> <li>• Ensure that all Calwell users and contractors receive formal safety and operational induction to the hardstand and are issued access cards, and ensure compliance with hardstand and boat hoist rules and policies.</li> <li>• Develop and implement standard operating procedures, new training modules, and certification to continually improve skill levels and competence within the team.</li> <li>• Take the lead in ensuring that all work permits are in place before work progresses including correct documentation. This includes but is not limited to hot works permits and crane lift permits.</li> <li>• Be prepared to advise customers of the hardstand rules and regulations, address breaches professionally, periodically check that no prohibited practices are occurring.</li> <li>• Communicate positively with commercial and recreational customers regarding health and safety requirements, ensuring that a high standard of health and safety practice is achieved across all aspects of the operation.</li> <li>• Comply with and support all company health and safety policies and procedures.</li> <li>• Commitment through action, participation, consultation and support of the workplace Health, Safety and Wellbeing (HSW) Management Plan, policies and procedures.</li> <li>• Report all hazards relevant to plant, equipment, machinery, materials, the working environment and work method.</li> <li>• Report all incidents/accidents to including near miss and damage incidents.</li> <li>• Be committed to the safety objectives of working safely thereby not endangering self or fellow workers by any act or omission within the job.</li> </ul>
<b>Environmental and Infrastructure Leadership</b>	<ul style="list-style-type: none"> <li>• Ensure that all users of the hardstand and haul out comply with all necessary environmental management practices.</li> <li>• Ensure site meets transitional facility status and as a Port of First Arrival.</li> <li>• Ensure environmental management practices achieve excellence, and staff are fully trained.</li> </ul>



	<ul style="list-style-type: none"> <li>• Ensure housekeeping throughout Calwell and especially in high-risk areas such as the hardstand and haul out facility is maintained to a very high standard, including regular sweeping of the yard, cleaning the sumps and monitoring filters.</li> <li>• Work with infrastructure and workshop team to ensure that all maintenance of environmental infrastructure including stormwater sumps and filtration systems is achieved on time and to a high standard.</li> <li>• Ensure that all slipway facilities including berths, buildings, roads and car parks, hardstand, plant, equipment and services are well maintained and that repairs are undertaken promptly.</li> <li>• Ensure compliance with consent conditions including any reporting to Council.</li> <li>• Review hardstand layout so that hardstand space is optimised.</li> <li>• Develop a knowledge database of lifts so that information on hull configurations, appendages, lift positions is gathered and documented including attaching photo with the boat in the slings.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Supporting continuous improvement by actively identifying ways and ideas to improve how we operate at PNL.</li> <li>• Any other project work or duties that may reasonably be required.</li> </ul>

## SECTION D – KNOWLEDGE, SKILLS & EXPERIENCE

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• NZCEA 3 plus relevant vocational qualifications or training to diploma level is essential.</li> <li>• Relevant marine qualification, eg, Marine Engineer, or Launch Operator (LLO) Certificate, or similar, desirable.</li> <li>• MPI operator certificate for relevant Transitional Facilities.</li> <li>• Bachelors' Degree in a relevant field desirable.</li> <li>• Current drivers licence.</li> <li>• Forklift certificate desirable.</li> <li>• Understanding of vessels, boatbuilding experience etc as being helpful. Previous work in and around vessels.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Extensive knowledge and experience in operational management and leadership in a maritime or port environment, or boat building and maintenance industry.</li> <li>• Customer service and business development experience.</li> <li>• Management of employees and contractors.</li> </ul>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Management of slip operations, or similar.</li> <li>• Large machine operation desirable, aptitude to operate a larger piece of equipment.</li> <li>• Maritime, employment, and Health and Safety legislation.</li> <li>• Computer skills in MSOffice and other relevant systems.</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Values based leader.</li> <li>• Communication and relationship building.</li> <li>• Customer service focus.</li> <li>• Planning and organising.</li> <li>• Teamwork and collaboration.</li> <li>• Problem analysis and solving.</li> <li>• Commercial and financial acumen.</li> </ul>



**ACKNOWLEDGEMENT**

---

I accept this job description identifies the key elements of the job for which I am accountable.

**Confirmed by Employee**

Signed:

Date:

