

Job Description - Heli-Deck Assistant /Steward

Job Purpose

To support the effective delivery of catering, accommodation, and ancillary services on an offshore installation, in line with established work routines or task analysis, and the defined scope of services. The Heli-deck Assistant / Steward plays a key role in maintaining high standards of service and in supporting the health, comfort, morale and well-being of all personnel onboard. This role is essential in contributing to a positive living and working environment, while ensuring full compliance with offshore safety, health, and hygiene regulations, as well as the offshore installation and Company procedures at all times.

Main Duties / Tasks

- Work efficiently using available resources to deliver services to agreed standards in all areas such as accommodation, galley, mess, laundry, public areas and facilities
- Responsibilities include cleaning, buffering, hoovering, sweeping and washing floors, walls and ceilings
- Ensure chemical store is kept clean and tidy
- Accompany supervisor on daily and weekly inspections of areas of your responsibility
- Assist in the preparation and serving of meals
- Ensure adequate supplies of cutlery and crockery are available throughout service times
- Ensure adequate supplies of galley equipment are available to chefs
- Manage the pot wash area
- Adhere to deep cleaning programme
- Report any hazards or other irregularities
- Report any loss or damage to inventory
- Assist in all helicopter operations i.e. landing, freight handling, refuelling, emergency response training
- Assist the HLO with the boarding and offboarding of helicopters

- Communicate clearly with all relevant crew to ensure safe operations
- Participate in regular safety drills
- Help with any other tasks you're able to do when needed, such as unloading containers

Additional Information

Responsibility for Machinery / Equipment / Materials / Consumables

- Ensure equipment is used correctly, operated safely, maintained and kept clean and hygienic
- Carry out all work in line with Risk assessments, Safe Systems of Work, COSHH and Health and Safety at Work Act
- Notify line supervisor of any defects or maintenance requirements within areas of responsibility

Decision Making

- Take part in regular reviews and help identify and implement improvements
- Take responsibility for addressing your own development needs and future training requirements
- Fully support and participate in all client and customer safety initiatives and training

Communication / Contact with Others

- Participate in pre-shift briefings with all members of the team which covers subjects such as routine information and any actions regarding customer complaints
- Report any customer complaints immediately and take the necessary action if appropriate
- Develop positive relationships with clients, actively seeking client and customer comments, being 100% aware of the perception of company service on the unit

Experience / Qualification

- Ideally at least 1-year offshore experience
- BOSIET / FOET
- Norwegian Escape Chute (*client specific*)
- MIST
- OEUK Medical & Food Handlers Medical
- Bi-Deltoid Shoulder Measurements
- ERT Medical
- Dangerous Goods Awareness by Air (eLearning)
- Helideck operations initial training (HOIT)
- Helideck ER Team Member (HERTM) / Helideck ER Team Member Refresher (HERTM Further)
- Helideck Refuelling (*client specific*)
- Offshore Baggage Hand Searching