

Job Description - Heli-landing Officer/ 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-landing Officer / 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 all laundry is done to clients satisfaction and contract specification
- 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
- Assist in unloading containers
- Adhere to deep cleaning programme
- Report any hazards or other irregularities
- Report any loss or damage to inventory

- Carry out all logistic requirements in accordance with clients' procedures
- Maintain all logbooks and paperwork
- Train deputy HLO's and HAD's in all procedures
- Responsible for daily fuel checks in accordance with CAA regulations
- Maintain daily, weekly and monthly records as per CAP 437
- Monthly fuel uplifts/stock take
- Manage the administration regulations for post
- Ensure team members follow procedures to prevent fire, explosions and respond appropriately in emergencies
- 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 Company safety initiatives and training

Communication / Contact with Others

- Participate in pre-shift briefings with all members of the team, covering 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 perceptions of company service on the unit
- Contact through GMDSS and CAA approved radio telephony talking to aircraft

Experience/Qualification

- Minimum two years offshore experience
- BOSIET / FOET
- Norwegian Escape Chute (*client specific*)
- MIST
- OEUK Medical & Food Handlers Medical
- Bi-Deltoid Shoulder Measurements
- Dangerous Goods Awareness by Air (eLearning)
- Helideck Operations Initial Training (HOIT)
- Helideck ER Team Member (HERTM) / Helideck ER Team Member Refresher (HERTM Further)
- Helideck ER Team Leader (HERTL) / Helideck ER Team Leader Further (HERTL Further)
- Weather Observation (Meteorological observer) / Weather Observation (Meteorological Observer) Refresher
- ROCC – CAA Radio Operator
- Vantage (Offshore administration)(unit specific)
- ERT Medical
- Offshore Baggage Hand Searching