

Job Description - Heli-admin / Lead 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-admin / Lead 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 irregularities
- Report any loss or damage to inventory
- Manage reception service, allocation of accommodation, muster stations and lifeboat allocation

- Operation of personnel movements programmes to include checking of daily flights, arranging crew changes to flights
- Ensure movements programme is accurate and up to date
- Carry out all logistic requirements in accordance with client's procedures
- Maintain all logbooks and paperwork
- Help with any tasks you're able to do when needed, such as unloading containers

Additional Information

Responsibility for The Work of Others

- Monitoring and maintaining levels of conduct and work performance
- Guiding, supporting, monitoring, evaluating and training of staff
- Ensuring safety and good work practice
- Monitoring of staffing levels and deployment of staff

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
- Assist in ordering, maintaining stock and issue of cleaning materials

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 within pre-shift briefings with all members of the team highlighting 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

- Minimum two years work-related experience
- BOSIET / FOET
- Norwegian Escape Chute (*client specific*)
- MIST
- OEUK Medical & Food Handlers Medical
- Bi-Deltoid Shoulder Measurements
- Dangerous Goods Awareness by Air (eLearning)
- Dangerous Good Awareness by Air (classroom)(*client specific*)
- Weather Observation (Meteorological Observer) / Weather Observation (Meteorological Observer) Refresher
- ROCC – CAA Radio Operator
- GMDSS – Restricted Operator (ROC)(*client specific*)
- GMDSS – General Operator (GOC)(*client specific*)
- Vantage (Offshore Administrator)(*client specific*)
- Offshore Baggage Hand Searching