

Job Description - Heli-admin/Chief 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 / Chief 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 the 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
- Organise and manage all housekeeping and accommodation services safely and effectively

- Motivate, manage and monitor staff under your control by proper allocation of duties and responsibilities to ensure the company provide an excellent service
- Train staff appropriately to ensure all stewarding positions are covered
- Ensure presence at the mess for meal services
- Implement planning cleaning schedule for accommodation fixtures and fittings
- Attend weekly formal meetings to arrange work schedules
- Manage cleaning stocks and ordering
- Manage bond and associated administration
- 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 clients procedures
- Maintain all logbooks and paperwork
- Help with any other tasks you're able to do when needed, such as unloading containers

Additional Information

Responsibility for The Work of Others

- Guiding, supporting, monitoring, evaluation and training of staff
- Monitoring and maintaining levels of conduct and work performance
- 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

- Conduct pre-shift briefings with all members of the team, covering subjects such as routine information and any actions regarding customers 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
- Communication with suppliers

Experience / Qualification

- Minimum three years' experience in an offshore environment working
- Previous supervisory experience is essential
- BOSIET / FOET
- Norwegian Escape Chute (*client specific*)
- MIST
- OEUK Medical & Food Handlers Medical
- Bi-Deltoid Shoulder Measurements
- Dangerous Goods Awareness by Air (eLearning)
- Dangerous Goods 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 Administration) (*client Specific*)
- Offshore Baggage Hand Searching