

## **Job Description - 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 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
- Motivate, manage and monitor your team by assigning duties effectively to ensure a high standard of service
- Plan and implement cleaning schedules for accommodation, fixtures and fittings

- Manage cleaning budget, stock levels and ordering
- Support the unit manager by taking on additional management duties to help run the site professionally
- Support new arrivals and ensure that they all settle in, are aware of their responsibilities and know who to report with
- Help with any 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
- Training of others in correct and safe methods of use and maintenance of machinery and equipment, materials and/or consumables
- 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' experience in an offshore environment working as a steward
- Previous supervisory experience is desirable
- BOSIET / FOET
- Norwegian Escape Chute (*client specific*)
- MIST
- OEUK Medical & Food Handlers Medical
- Bi-Deltoid Shoulder Measurements