



**TASMANIAN PORTS CORPORATION PTY LTD**  
**POSITION DESCRIPTION**

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<b>POSITION TITLE:</b>	Manager Towage
<b>REPORTS TO:</b>	General Manager Marine
<b>DIVISION:</b>	<b>OPERATIONS</b>
<b>LOCATION:</b>	<b>LAUNCESTON (STATEWIDE)</b>

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### **Purpose of the position**

The Manager Towage is accountable for the strategic leadership of the TasPorts Towage Business Unit in order to deliver state-wide marine towage services that are safe, reliable and productive. The Manager Towage will focus on operational excellence and continuous improvement in the areas of safety, customer service, regulatory and statutory compliance and is accountable for the strategic and commercial viability of the towage business. The Manager Towage contributes to the leadership of TasPorts Marine team and the realisation of its strategic business and operational plans.

### **Key Accountabilities**

The Manager Towage will provide strategic leadership for the TasPorts Towage business unit with accountability for safety, operational performance, customer satisfaction, cost management and profitability. A key member of the Senior Marine Leadership Team, this role will provide senior technical and functional leadership on all marine matters with specialist knowledge and expertise in towage services. The Manager Towage is accountable for delivering safe, sustainable, and competitive towage operations and services that are tailored to meet the needs of stakeholders. The Manager Towage will be regularly measured on performance of the key accountabilities, including:

- Safety Performance
- Compliance Performance
- Productivity
- Budgeting and Forecasting accuracy
- Value improvement initiatives.

The key accountabilities of the role include, but are not limited to the following:

### **Technical**

Accountable for ensuring that all operations are undertaken in a safe and efficient manner including;

- maintaining compliance with the TasPorts' safety management system and all relevant Federal and State regulatory and statutory requirements;
- marine regulations and orders;
- maintaining knowledge and currency of relevant standards, statutory and regulatory requirements, ethics and values;
- proactively identify risks within areas of responsibility and take mitigating actions;
- partnering with the Safety Security & Environment team to design and implement actions that deliver high levels of personal and operational safety performance; and implementing planned training and competency programs for Towage employees; and
- development of operational budget to support delivery of strategic initiatives.

Effective operational management of personnel and fleet in order to:

- maximise and optimise labour and resource productivity;
- achieve operational and budget requirements;
- effectively engage with employees and minimise industrial relations issues,
- develop team unity, cohesion and culture consistent with the broader marine division;

- ensure effective rostering and management of Duty Free Days; and
- work closely with Manager Fleet to ensure that the Towage unit supports the maintenance, survey and repair of TasPorts tug fleet.

Build effective stakeholder relationships and engagement through;

- development and understanding of stakeholder management plans;
- ensuring the services delivered are aligned with stakeholder expectations;
- active participation at stakeholder forums;
- effective liaison and negotiations with key people in external organisations, including contract negotiations, resolution of complex customer and contractual issues; and
- participate in internal management and segment marketing teams to ensure effective customer relationships.

Support the GM Marine with developing improved commercial outcomes for Towage including;

- input and involvement in developing strategic plans for towage;
- development, implementation, review and improvement of Towage unit systems and processes, including productivity opportunities;
- maximisation of asset lifecycles through effective and proactive management of towage personnel;
- working closely with the commercial team to identify and capitalise on prospective business opportunities for the Towage unit.

### **People and Leadership**

Provide senior leadership to the organisation and contribute to the achievement of the Company's strategic, and operational goals. Be an effective member of the Senior Leadership team, including:

- actively contributing to the Senior Leadership Team meetings through the development of high-quality information, presentations and recommendations;
- involvement in the development of industrial relations strategies that achieve business objectives and keep personnel engaged;
- lead, manage and develop human resource capacity and capability in the Towage team to ensure appropriate levels are maintained aligned to strategic plans and operational needs; and
- provide leadership to marine division in acting capacity, where required for GM Marine Operations;

Leading and developing an effective Towage team to provide safe, efficient and customer centric towage services, focussed on:

- health and safety compliance;
- providing direction and ensuring effective communications;
- managing the work performances of direct reports; and
- establishing customer service measures and monitoring performance.

### **Scheduling**

Accountable for developing and managing against Towage unit operational plans, aligned with TasPorts' strategic and business plans.

- preparation and review of Towage unit operating budget;
- input and decisions with respect to towage pricing models which support the business;
- participating in the regular marine team reviews of progress against plan and budget; and
- taking corrective actions as required.

### **Key Success Factors**

Critical challenges and focus areas for the role in the short to medium term include:

- Implementation of changes associated with the recently revised industrial agreement (Even Time Roster);
- Oversight and management of the towage data contained within HELM;

- Further developing an affective Towage culture that embraces the TasPorts approach including a proactive safety mindset, mutual respect, high levels of personal and team accountability and a commitment to team productivity and performance improvement;
- Enhancing the performance of the unit through maximising productivity opportunities within the current operating environment along with new commercial or project opportunities;
- Motivate and manage geographically dispersed operational teams in a technical field with complex industrial relations arrangements;
- Establish a robust capability program that ensures ongoing development of crews which includes career pathways;
- Drive accountability with respect to regulatory and statutory compliance items.

### **Key Capabilities**

1. Well-developed leadership skills with the ability to motivate and manage operational teams, preferably in the towage or marine industries.
2. Proven self-management skills including the ability to prioritise tasks, manage multiple and complex issues and coordinate work programs.
3. Proven relationship and stakeholder management skills including the ability to achieve commercial outcomes in a timely manner.
4. Proven change management and safety system implementation skills.
5. Experienced at improving efficiency and effectiveness through robust operational systems and direction.
6. Highly developed communication, negotiation, and conflict resolution skills.

### **Essential**

- Current drivers' licence
- Tertiary qualifications in an appropriate discipline, or relevant marine industry experience;
- Proven management experience in a towage and/or maritime environment.

### **Additional Role Information**

#### **Employment Conditions**

Permanent full-time (contract)

#### **Authorities**

- This role carries the delegated authorities as defined in the TasPorts Delegations Manual;
- TasPorts Health, Safety and Environment Responsibility and Authority.