Heritage Expeditions

Heritage Explorer

TEAM MEMBER

Roles and Responsibilities

Document and Version Control

- All Role Description documents will include a footer that identifies the version number.

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Team Explorer

Heritage Expeditions staff turn dreams into reality through the every-day experiences of our explorations. Contributing to conservation through experiential learning our legacy are the ambassadors who share these places with us as they leave sight of the shore and experience new horizons and create new memories.

Each member of the team brings their own area of strength and expertise, the manner in which these areas overlap, support and direct each other is the strength and success of the team. This cohesion between team members works with positivity, building the spirit. Negative words and attitudes draw everyone into a negative spiral. A positive and cohesive programme requires communication across all members of the staff team.

The expedition strength is the ability to maximise the opportunities of each day within a voyage and to be flexible and willing to include new or varied opportunities as they arise.

The basis for each voyage is the trip dossier Heritage Expeditions publishes in promoting each voyage. Key to the onboard cohesion is the daily programme. This outline of the next day's programme gives direction to the passengers, provides timelines for the chef in providing meals, works with the skipper for steaming, anchoring, variable weather and sea conditions, lets the engineer know times to schedule maintenance or be prepared to be at sea, and allows the stewardess a guide for planning the day.

Team Explorer represent Heritage Expeditions at all times – the expectation is of staff being presentable, approachable and interactive with customers during voyages – being a positive ambassador.

Heritage Explorer is "home" for our team, helpful contributions within the team include respecting each other's space, especially work space. It's being thoughtful of each other, considering overlapping impacts and maintaining basic courtesy. A simple request followed up with a thank you. Avoid being that person who leaves gear for others to sort, it all helps the team to look past the small niggles and focus on the positives and opportunities of each day. All team Explorer members are expected to assist with interior and exterior crew duties, with enthusiasm. Changeover days are highlighted as high energy, high activity days.

For passengers, Heritage Explorer is their home for the time they are on board. Their experiences reflect the welcome you give, their interaction with you reflects how you engage through listening and sharing, and their familiarity on board reflects how you encourage them whether it be inviting them up to the bridge with its open policy, or opening the door for them to be on the forward deck to watch for dolphins.

This guide introduces the key responsibilities of each role in the Heritage Explorer team

- Captain
- Expedition Lead
- Expedition Guide/ Deck Hand
- Engineer / Deck Hand
- Steward/ess
- Chef

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Roles

Captain

The Captain is responsible for the overall running and operation of the vessel, the management of the vessel and the crew, ensuring all International/ National laws and local regulations are adhered to at all times.

The Captain delivers effective leadership across all levels of the operation, working to develop and maintain a positive on board team. Key to the role is communication across all levels of the onboard team, the passengers, Heritage Expeditions office and the owners. The Captain reports to the Operations Manager. This role works closely with the Expedition Lead across the complete operation and specifically on the delivery of the planned itinerary and the daily operational activities.

Responsibilities

- Plan and manage voyages of 5 – 10 days each as per Heritage Expeditions itineraries within coastal waters of New Zealand, including but not limited to Marlborough Sounds, Fiordland and Stewart Island. Plan and manage passages when relocating vessel.
- Responsible for the running, maintenance and repair of all mechanical, electrical and electronic equipment. This comprises of all machinery in the engine room, domestic equipment, bridge equipment, deck equipment and tenders.
- Manage overall running of the exterior and interior departments.
- Manage crew; ensure they are neatly presented in correct uniform, are providing the highest standards of customer service and that proper routine/s and discipline is followed.
- When guests are on board the Captain is in charge of their comfort and safety.
- Ensure compliance with duties.
- Ensure MTOP (Maritime Transport Operator Plan) is kept up to date and liaises with the Operations Manager for any changes.
- Report updates and gives feedback for the vessel SOP's to the Operations Manager
- Has chief responsibility for Health and Safety across the vessel and all operations, including stock take and testing of all equipment.
- Has chief responsibility for Biosecurity across the operation, with specific reference to pest control
- Maintain and check on communication systems (phone/email systems).
- Induction of all crew across all areas of the operation including adherence to all national and local regulations

Maintenance

- Responsible for all ships maintenance.
- Ensures exterior and interior of vessel are kept to the highest standards of cleanliness – including decks and windows, hatches and lockers, tenders and kayaks; guest cabins, heads, engine room, bilges, bridge and crew areas - active leadership to ensure standards are positively enhanced.
- Carry out maintenance to agreed schedule, liaise with the Engineer / deckhand and follow manufacturer's maintenance routines and, where these are not supplied, produce suitable routines.
- Keeps a detailed Engine Room Log and a maintenance log for each item of equipment with support from the Engineer / Deckhand.
- Maintains an inventory of spare parts and overall responsibility for all interior/exterior department inventories on board. Order spares through Heritage Expedition Operations Manager.
- Oversee Engine room checks at sea.
- Responsible for damage control.
- The Captain is expected to assist with interior and exterior crew duties when required with enthusiasm.
- Manage on board communications with the Operations Manager, notifying both of any changes / updates.

Expedition Leader (EL)

Our Expedition Leader works closely with the Captain to create the best possible experience within the parameters of vessel safety and navigation. The EL has overall operational oversight of the expedition delivery. Key to the role is communication, keeping the team and passengers updated on the plan and their place within the plan. The Expedition Leader reports to the Operations Director and Staff co-ordinator.

Responsibilities

- Leads by example across all aspects of the expedition, being professional and focused on delivering 100% satisfaction
- Fosters the positive, supportive team spirit across all levels of the operation
- Is operationally disciplined
- The EL must be familiar with the itinerary and the probable landing sites
- Provide site specific, safety and any regional mandatory briefings (eg biosecurity, conservation)
- Responsible to ensure all Heritage Expeditions guidelines and operating procedures are followed by everyone both on and off ship
- Understands biosecurity measures and protocols for passengers and staff - use of Virkon, checking of equipment and gear – sign off in Black folder in office
- Understands local DOC permits, resource consents, local guides and National Park limitations

Zodiac

- Oversees all Zodiac operations.
- Assess conditions at the platform and landing site and decides the programme ashore
- Ensures each driver carries a charged and useable VHF handheld, and staff onboard maintain contact
- Assign staff to drive and/ or assist in the zodiacs and help passengers on shore.
- Closely monitors changing conditions
- Cancels the landing operation in the event of unacceptable risk

Onboard

- Ensures the staff team are informed of the programme and their responsibilities, in conjunction with the Captain
- Works with the Captain to deliver the itinerary, maximising weather and sea opportunities
- In conjunction with Operations Manager maintains contact with local operations and reconfirms all ground arrangements.
- Informs passengers of the daily programme and updates any changes
- Leads the educational programme with appropriate interpretation aboard, in zodiacs and ashore
- Socialises and is visible in guest areas as often as possible
- Communicates with the Operations Manager for updates and any other relevant topics.
- Understand and uses the computer and satellite system - how to guide is on the ship board computer desktop
- Knows how to set up and use the projector/ audio/ tv system
- Provides a selection of high quality photos from the voyage, a map marking the voyage and a trip log (suggesting a paragraph for each day) to the Heritage Expeditions marketing team.
- Sends features of the day as an email and, if possible depending on location, an image for Heritage Expeditions Captains log on the website and for marketing to share through social
- Prepares an end-of-the-voyage report referencing the itinerary and educational content of the voyage. The report should include the actual sailing schedule, a summary of daily activities and suggestions or information useful in planning future voyages
- Identifies training needs within the expedition team, facilitates training where possible, including presentation style and content plus health and safety implementation.
- Provides a staff evaluation to the Staffing co-ordinator.

Environment and Safety

- Works with the Captain to ensure the vessel operates in an environmentally responsible manner with conservation policies and procedures, etiquette ashore and other policies respected.
- Ensure all passengers and staff are informed of hazards both on the ship and onshore and that they are familiar with specific safety procedures as they relate to the expedition.
- Understands deck duties, interior duties, safety and cleaning equipment
- Ensures all hazards are recorded and control strategies implemented.
- Ensure all accidents, incidents and near misses are reported to the Captain.
- Health and Safety – refer to 'Contractor Health and Safety Expectations – All Expedition team members.

Expedition Guide/ Deck Hand (EG)

The Expedition Guide/ Deck Hand is the friendly connection across all passenger facing operations, their positive attitude and ability to enthuse passengers, to share information and to connect across the team is essential to the delivery of the expedition experience.

From formal presentations to informal social connections over meals, on the bridge and across the zodiac and onshore programme – the EG is a key contributor to the expeditionary essence. The EG assists with zodiac excursions and guides groups ashore, ensuring that passengers are informed about the setting they are travelling in and keeping them safe while doing so. They are expected to socialize with passengers and help other Expedition Team members. They work in conjunction with the Expedition Lead, the reporting line is to the EL and to the Captain.

Responsibilities

- Being a positive strong team player and an inspiration to others, enthusiastic in sharing your specialist knowledge, bring the passengers on the journey of exploration with you
- Prepare and conduct formal lectures, "Ted-X style" talks, informal workshops and recaps providing indepth knowledge, with objectivity, integrity and in a non-political fashion.
- During all zodiac, ship board and shore activities act as an interpretative guide, engaging guests and enhancing their experience.
- Socialise and be visible in guest areas as much as possible.
- Assist passengers on board, ashore, and in zodiacs maintaining safety as a way of operating
- Support passengers with gumboots, cleaning of boots, drying of wet weather gear and onboard life.
- Report incidents, near misses, hazards and/or dangerous situations to the EL.
- Share knowledge and experience through educating and training with other Expedition Team members in order to heighten the performance of others.
- Understands loading / unloading procedures for tenders, platform, securing, petrol location, filling and location of spares.
- Ensure Zodiacs are inflated, safe and ready to be launched ahead of passenger disembarkation with zodiac use.
- Ensure fuel tanks are refuelled.
- In conjunction with the Engineer ensures basic maintenance of motors as required.
- Ensure zodiac best practice and safety awareness is applied, especially at the aft deck.
- Ensure safe and secure storage of tenders and kayaks on vessel, recheck in high sea or wind conditions
- Record seabird and marine mammal sightings.
- Be familiar with activity Standard Operations Procedures and emergency response protocol.
- Assist onboard with Chef and Stewardess including, but not limited to, bar/drinks service, clearing and cleaning dishes, vaccum cleaning.
- Supports the expedition lead with images and writing the trip log/ Captain's log for each day.
- Complete and sign off training and inductions, including use of the crane
- Read and sign the Marine Mammal management plan
- Health and Safety – refer to 'Contractor Health and Safety Expectations – All Expedition team members.

Engineer / Deckhand

Our Engineer / Deckhand on Heritage Explorer works under the direction of and reports to the Captain. The engineer is responsible for the engineering systems on board, involving maintenance, proactive and reactionary. Deckhand work is in support of the total operation.

Responsibilities

- Maintains all mechanical, electrical and electronic equipment as per the company SOP's and MTOP - covers all machinery in the engine room, domestic equipment, bridge equipment, deck equipment and tenders.
- If faults are found, repair and report to the Captain.
- Carry out maintenance to agreed schedule and method in communication with the Captain.
- Keeps a detailed Engine Room Log and a maintenance log for each item of equipment.
- Maintains an inventory of spare parts. Order spares though the Captain.
- Ensures the Engine room is kept clean and tidy
- Performs Engine checks at sea.
- Performs deckhand duties when required, including, but not limited to: cleaning exterior spaces, assisting with watch keeping, anchoring and mooring and interior work as necessary.
- Clean and maintain tenders and toys. Ensure all in working order working in conjunction with the Expedition Guide and Expedition Leader.
- Tender driver, assisting passengers to / from vessel and on tours as required.
- Ensures safe environmental practices for disposal of rubbish / grey and black water / oil / fuel / and spare parts are adhered to as per MTOP and local authorities.
- Assist guests using kayaks / toys, keeping watch whilst guests off the vessel.
- Fosters the team spirit onboard with positive attitude and contribution across the Explorer team
- Connects with passengers in a friendly, supportive manner
- Health and Safety – refer to 'Contractor Health and Safety Expectations – All Expedition team members.

Stewardess

The steward/ess on board Heritage Explorer carries out duties and responsibilities under the direction of the Captain. As the person ultimately responsible for the interior of the vessel and for providing superior hospitality service to meet the guests' expectations, the Steward/ess will also train and manage any expedition / deck staff under his or her supervision when assisting with interior work. Excellent service, host/ess, managerial and communication skills are a necessity, as is having a good degree of creative flair.

Responsibilities

Responsible for the everyday smooth operation of the boat's interior department in a remote environment; adept in housekeeping services, laundry procedures, food and beverage service, clean-up, and entertaining (while maintaining proper etiquette and a high-energy, can-do attitude.)

- Follow interior procedures set by Heritage Expeditions and introduce new systems when required.
- Ensures the interior is clean and presented to excellent standards at all times.
- Keeping all interior storage areas organized, orderly, and maintained.
- Protecting, maintaining, and caring for valuable interior items and surfaces, including library, bar and coffee machine and ensure the interior is safely stowed when under passage.
- Managing interior inventory including cleaning supplies, beverages and bar snacks, linen and towels
- Managing ordering / purchasing interior items with the ability to plan ahead for periods without re-supply.
- Responsible for laundry turnaround, record keeping and reporting of defects/ issues.
- In collaboration with the chef provide timely guest food service including high standards of presentation for all meal service, order taking, cleaning and washing up.
- Manage guest accounts and reporting to Heritage Expeditions Operations / Finance Manager.
- Manage petty cash and reporting to the Captain / Heritage Expeditions Operations Manager.
- Collaborate with the Expedition Leader to ensure consistent excellent customer service throughout the season and in line with Heritage Expedition's ethos and values
- The Steward/ess is the principal contact for the office Operations and Reservations departments.
- Provide a personalised and enthusiastic experience promoting good communication, sharing knowledge, experience and motivation to all members of the Expedition Team, officers and passengers.
- Organise the end of voyage documentation to be returned to the office, including Health and Safety information and end of voyage accounting.
- Health and Safety – refer to 'Contractor Health and Safety Expectations – All Expedition team members.

Chef

The Chef is tasked with the primary responsibility to deliver healthy meals every day.
Integral to the team the chef provides the fuel for everyone on board. Happy Chef, means great food.
The chef is accountable on a day-to-day basis to the Captain and operationally to the Operations Manager.

Responsibilities

- Providing exceptional meals every day. Daily meals are breakfast (cooked and continental), lunch and dinner (entrée, main and dessert).
- Working as part of the onboard team with enthusiasm and positivity.
- Meeting the dietary needs of the passengers and staff including vegetarian, diabetic, gluten free.
- Developing appropriate menu plans for seasonality and regional specialities.
- Maintaining or developing professional relationships with current or new suppliers.
- Working within directed budgets.
- Compiling orders in a timely, accurate manner, coordinating delivery of orders to the vessel via suppliers and the Operations Manager to ensure optimisation of service.
- Advising suppliers and the Operations Manager of any discrepancy in the delivery against the order.
- Checking the temperature on fridges/ freezers daily (if problem report to Captain/ Engineer)
- Safe storage of all items to minimise wastage and avoid spillage.
- Appropriate and timely rotation of stock, checks incoming goods for quality and freshness.
- Maintaining cleanliness of the galley and all items in it to meet NZ Health and Safety Food requirements.
- Ensuring pest control measures are implemented, checked, recorded and reported to the Captain.
- Works with the Engineer and Operations Manager for repair and general maintenance of kitchen equipment.
- Liaise with the hostess on additional supplies required for the complete hotel operation of the vessel.
- Working with the hostess to recognise special occasions – birthdays, anniversaries or as advised from the Heritage Expeditions Reservations team
- Meeting Health and Safety guidelines and seeking best practise implementation
- Health and Safety – refer to ‘Contractor Health and Safety Expectations – All Expedition team members.

Health and Safety Representative

Responsible, effective Health and Safety is a culture of prevention and mitigation, of standards being delivered consistently. It is the ground rules which are the operation which happens every day and in every aspect of the opportunity. Positive implementation assists every team member to deliver the expectations of their role.

The Captain is the Health and Safety Representative, any health and safety issues must be directly addressed to the Captain. The Captain ensure briefings on procedures are provided both on and off the vessel and that any accidents/incidents or near misses are reported and investigated with the aim of mitigation and prevention.

Responsibilities

- Ensure work is performed safely at all times, minimising risks to reduce the possibility of serious harm
- Follow all established work procedures and safe methods of working
- Ensure all equipment, vehicles and materials are used in a safe manner
- Ensure all work areas are maintained correctly and kept clean and tidy
- Ensure assigned protective clothing or safety equipment provided is used appropriately
- Report accidents, incidents and near misses as soon as possible after their occurrence
- Ensure all practicable steps are taken to provide a safe environment

Health and Safety

- Manage the Health and Safety onboard the vessel with regards to people (crew and passengers) and assets.
- Ensure all Daily Log Book, Daily Checklists, Weekly Checklists, Monthly Checklists, Yearly Checklists and Engine Room Log Books are kept up to date.
- Responsible for safety equipment onboard vessel – in date and actively checked. Use and manage protective clothing or safety equipment provided for appropriate tasks.
- Lead emergency first response in conjunction with crew and Heritage Operations team. Ensure full reporting in completed.
- Ensure all health and safety training is up to date and conduct regular emergency drills as per MTOP plan.
- Ensure all crew are inducted correctly and actively encourage further instruction and learning.
- Actively participate / conduct health and safety meetings.
- Ensure reporting of hazards and incidents and assist with accident investigation when required.
- Ensure safe environmental practices for disposal of rubbish / grey and black water / oil / fuel / expired provisions / spare parts are adhered to as per MTOP and local authorities.
- Manage ship's medical supplies and administration thereof.
- Be aware of personal and crew fatigue and wellness and manage appropriately as per MTOP.

Contractor and Employee Health and Safety Expectations – All Team Members, *"Heritage Explorer"*

Heritage Expeditions (2018) Ltd is committed to the health and safety of its team, contractors, customers and visitors, recognising that the vessels often operate in extreme conditions. To maintain a safe work place, employees and contractors have obligations to ensure the well being of all who travel on the vessels. It is essential **all Expedition Team Members** recognise their general health and safety responsibilities and communicate with the Captain as the Health and Safety Representative on any matters that arise.

Responsibilities

- Follow all established work procedures and safe methods of working
- Use all assigned protective clothing or safety equipment provided for appropriate tasks
- Keep work areas clean and tidy
- Ensure all practicable steps are taken to provide a safe environment for all
- Assist in the identification, assessment and management of hazards, mitigating risk wherever possible
- Promote safe working practices and procedures among fellow team members to avoid personal injuries
- Be familiar with activity standard operating procedures and emergency response protocols
- Report any unsafe work conditions, practices or equipment
- Report all accidents and incidents as soon as practicable after the event including misses and / or dangerous situations to the Captain.
- Be familiar with the operation and location of fire extinguishers on board the vessel
- Maintain situational awareness, mindful of the environment and changing conditions
- Be prepared to assist and take charge of emergency situations, if appropriate and required.