

Cabin Operations Manager

The Cabin Operations Manager has overall responsibility for customer care and refreshment services in the cabin, leading the Purser team who crew on cruises and also take land crew roles.

The Cabin Operations Manager needs excellent communication skills with customers and colleague crew members, good organisational skills, good judgement regarding saleable refreshments on board, regular contact with crews, and leadership skills to head the team of Purser who act as assistant leaders to Boatmasters on cruises.

Key responsibilities

1. Regular liaison with Purser, through Purser's Forums, Tablet reports, emails, and documentation relating to Cabin Operations, to ensure excellent customer care and refreshment services.
2. Selection and mentoring of new Purser, in liaison with the Purser team. *
3. Review and development of competences, policies and procedures for customer care by Purser and Cabin Crew, in liaison with Volunteering and Training & Development Directors.
4. Decisions about and monitoring of catering supplies, alcohol and galley purchases, merchandising, pricing, serving and stock control. *
5. Decisions about interior furnishing and layout of cabin and galley, in liaison with Maintenance Director.
6. Liaison to ensure sufficient merchandise and sales literature are available in the Cabin and that there are good supplies of Trust information available.
7. Interior cleaning standards and processes for each cruise crew, and organisation of deep cleaning and food hygiene inspections.*

* The Cabin Ops team includes Purser responsible for Purser Mentoring, Catering, Galley Supplies, Alcohol Supplies and Deep Cleaning.

Background

The Cabin Operations Manager is one of ten members of the John Bunyan Management Team which is responsible for the John Bunyan Boat operation. The team meets monthly.

The Management team is collectively **responsible** for the legal conduct of the business, managing risk, approving appointments, and developing a rolling 3-year Business Plan with associated policies, procedures, budgets and implementation plans.

Management Team members need to be able to make a consistent commitment to fulfil their Portfolios. Experience suggests this requires up to 5 hours pw throughout the cruising season, plus time for development projects, season start-up and close-down activities. Each manager works with some assistants to share the workload, while retaining overall responsibility for their area of operations.

Cabin - People

Selection and mentoring: Selection for the role of Purser is at the discretion of the Cabin Ops Manager, from nominations made by Pursers, Boatmasters and colleague managers; and in liaison with the Pursers responsible for new Purser mentoring.

Catering is handled by Bookings Administrator who is responsible for taking and communicating all catering orders and arranging loading/unloading; and our Catering Suppliers who are responsible for arranging the fulfilment of all catering orders. This applies to both Charter and Public Cruise catering orders. The Cabin Operations Manager is responsible for Food Hygiene inspections.

Galley Supplies are handled by the Bookings Administrator, who arrange sufficient quantities of all Galley Supplies and ensure that there are always enough items, in date, stored in a safe and organised fashion in the bunker (from which Pursers can stock the boat). She is also manages the stock control processes and regular stock take so that we can account for all purchases, sales and stock.

The Designated Premises Supervisor advises on alcohol training.

Deep cleaning covering monthly and pre/post season cleaning is led by the Cleaning Manager, with a volunteer team.

John Bunyan Merchandising and Sales literature are currently supplied by the Sales & Marketing team; stock control systems are in development.

Trust information for passengers is provided by the Trust.