

Role: Relief Pier Manager	Region: Highlands & Islands
Reports to: Operations Manager – Highlands & Islands Region	Pay Grade: Grade 2 - £28,562 pro-rata, per annum
Location: Canna Harbour, Isle of Canna, PH44 4RS	Type of Contract: Permanent. Zero Hours Contract.
Terms & Conditions: The post-holder may be required to adjust working hours to provide cover during the Pier Manager's absence, including occasional extended hours where operationally necessary.	

JOB PURPOSE

Based on the island of Canna the **Relief Pier Manager** role will be to assist with the operation and maintenance of Canna Harbour and its environs in line with the Trust's operational, compliance and statutory obligations and the requirements of the Port Marine Safety Code. The post-holder will also provide operational cover for the Pier Manager during periods of leave, training, or absence from the island, ensuring continuity of safe harbour operations. During such periods, the Relief Pier Manager will exercise delegated day to day harbour master powers, as agreed with the Harbour Master and Operations Manager.

CONTEXT

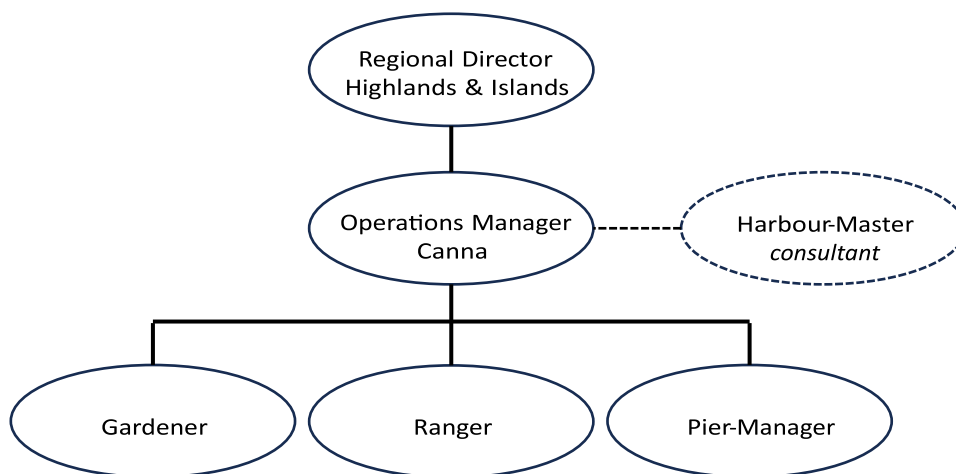
The Isle of Canna is one of a group of islands known as the Small Isles situated 19 miles off the coast of the nearest mainland port of Mallaig, Western Scotland. Canna Harbour is the only port owned and managed within the Trust portfolio and therefore there is a significant responsibility and accountability for the Trust to ensure the harbour is managed safely and efficiently.

Canna Harbour operates all year providing a vital link for the island community with the mainland. There is a regular ferry service provided by Caledonian MacBrayne which operates 6 times per week between March and October and 3 times per week in the winter months. In addition to the ferry service there are increasing numbers of other commercial and leisure vessels utilising the harbour facilities such as cruise ships, private yachts, RIBS and fishing vessels. The latest operational figures recorded show 13 international cruise ships (1063 passengers), 26 sailing boats (613 passengers), 69 small cruise ships (315 passengers) and tour operator RIBS of approximately 5000 passengers. Further marine traffic is evident from high season yacht moorings (up to 30 boats per night) and frequent fishing vessel berths (c. 50). Although commercial activity is a lesser part of the harbour operation it does however support the delivery of vital island life-line commodities such as food, utilities, equipment and island and contractor vehicles.

This role is a key contact for all types of visitors to the island and the local community and is pivotal to the smooth operation of Canna Harbour. The successful candidate will be required to demonstrate flexibility in decision-making in the harbour operation particularly in relation to weather conditions. This role is critical to the Trust both in terms of operational and reputational commitment. The **Relief Pier Manager** plays a key role in ensuring continuity of harbour operations during times when the Pier Manager is unavailable or off

island. The Harbour Master is based remotely, with day- to- day harbour master powers devolved to the Canna Pier Manager. The Operations Manager and Harbour Master visit Canna on a regular basis throughout the year.

ORGANISATION CHART



Relief Pier Manager deputises for the Pier Manager as required.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

The Key Responsibilities of this role are:

- Health & Safety – including regulatory compliance:
- To work to the guidelines contained in the ACOP “Safety in Docks”
- To undertake harbour duties to maintain infrastructure in reasonable condition for safe use and access of the public in line with the Canna Harbour Marine Safety Management System and report to the Marine Harbour Management Team as required.
- To adopt and apply Safe Systems of Work to activities within the harbour. Ensuring all areas is safe and any incidents/accidents are reported, and Health & Safety concerns are reported to the Trust’s Safety & Compliance Manager.
- To act as the designated on-site safety lead when the Pier Manager is absent, ensuring compliance with the Marine Safety Management System and statutory requirements, while the Pier Manager retains overall accountability when on island.
- To read and understand the Port Marine Safety Code, the accompanying Guide to Good Practice, and the Canna Harbour Marine Safety Management System.

Harbour operations:

- To deliver crew and passenger support, i.e., embarking, disembarking and ground handling in line with expected customer service standards and the Trust’s Values. #
- To assist the Pier Manager in facilitating island logistics, including issuing vehicle permits and gas/diesel/petrol orders.
- To undertake the Pier Manager’s operational duties during periods of absence, including coordinating vessel movements, liaising with ferry operators, and ensuring safe berthing and passenger handling.
- During periods when the Pier Manager is absent from the island, to exercise delegated day-to-day harbour master powers, as agreed with the Harbour Master and Operations Manager.

- To provide routine operational cover for the Pier Manager for a minimum of two days per week, ensuring continuity of essential harbour functions during regular days off.]

Maintaining working relationships:

- Develop a strong relationship with the local community communicating and liaising on a regular basis
- To represent the harbour in communications with CalMac, MCA, NLB and other stakeholders when the Pier Manager is unavailable.

General duties:

- To operate and supervise plant and equipment involved in material handling and supervise and undertake maintenance of plant and machinery at the harbour keeping accurate records of all works.
- To report to the Operations Manager (or their nominee) any events or defects which may affect the operation of the harbour or its business.
- To supervise and ensure the facilities are secure, clean, and maintained.
- To attend meetings and training when requested that relate to the operation of the harbour.
- To deputise for the Pier Manager in day-to-day decision making when the Pier Manager is absent from the island or where delegated, including weather related operational decisions, emergency response coordination and prioritisation of harbour tasks.
- To maintain accurate operational records and reporting in the Pier Manager's absence.
- To provide day to day supervision and direction of harbour staff and contractors when deputising for the Pier Manager, within agreed operational parameters.

Note

- The post-holder may also be required to perform duties, appropriate to the post, other than those given in the Key Responsibilities above.
- The role is one for which the duties/responsibilities/accountabilities of the role do not require staff to become a member of the Protection of Vulnerable Groups (PVG) scheme.

DIMENSIONS AND SCOPE OF JOB

People Management

- Will liaise with other property colleagues, contractors, and the local community and will have some interaction with other technical/specialist advisory colleagues based in other locations and departments.
- Will have significant interaction with external bodies, such as CalMac Port Manager (Mallaig), the Maritime & Coastguard Agency (Pollution Reports) the Northern Lighthouse Board, and the Mallaig Harbour Authority and their Harbourmaster.
- Will have significant interaction with members of the public, suppliers and contractors.

Tools/Equipment

- Will be frequent user of harbour boat, plant machinery, tools and equipment subject to appropriate training.

Physical Environment

- This role works in an environment which is open to all elements and undertake such duties as driving vehicles, lifting and handling supplies.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

The above outlines the key functions of the post. In addition, either knowledge of or experience in the following is required:

Essential:

- Ability to read and interpret maritime charts and tidal data.
- Ability to follow, interpret and manage procedures and recording documentation as required by licencing and regulatory authorities relating to the maritime industry.
- Ability to work within a team or independently with minimal supervision to a high and safe standard.
- Experience of working in a licensed or safety driven environment.
- Ability to be flexible, to adapt working patterns and tasks to meet day-to-day changes in weather and operational needs.
- Good communication skills with colleagues, the local community, contractors, and members of the public especially at times when working in a high-pressure environment.
- Sound awareness of Health and Safety including risk whilst working in complex environments.
- Ability to manage working time and tasks efficiently and effectively in an environment of changing priorities.
- Current driving license valid for driving in the UK.
- Confidence to make operational decisions independently when required, including during periods of cover for the Pier Manager.
- Ability to take responsibility for harbour operations in the absence of senior staff.

Desirable

- Ability to use IT systems to create correspondence, produce spreadsheets/recording methods for record keeping and to send/receive emails.
- Current First Aid certificate; or willingness to be trained.
- Seafaring/marine experience, including certificate of competence in National Powerboat – Level 1.
- Experience deputising or acting up in an operational or safety-critical environment.

The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

The post-holder may be required to adjust working hours to provide cover during the Pier Manager's absence, including occasional extended hours where operationally necessary.

The post-holder will be expected to assume delegated responsibilities of the Pier Manager during periods of absence to ensure continuity of harbour operations.

HOW TO APPLY

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk, by Friday **3rd July 2026**.

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example "Relief Pier Manager - Canna"