

# Senior Public, Health Manager

**Role Description:**

To provide efficient and effective management of the full range of administrative processes, office activities and fleet support services for Carnival UK Public Health Department, in the areas of Public and Environmental Health. Ensuring that on-board operating standards and work practices comply with relevant global public health legislation and corporate standards. Provide leadership and management to the Public Health team members and in consultation with Director, Health services formulate and apply short-, medium- and long-term strategic objectives for Public Health.

<b>RUI:</b>	1278	<b>Grade:</b>	CUK Level o6	<b>Criminal Record check required:</b>	Enhanced
<b>Directorate:</b>	Carnival UK	<b>Reports to:</b>	Director, Health Services		
<b>Function:</b>	Maritime	<b>Team:</b>	Health Services		
<b>Direct reports :</b>	<p><b>Job Titles &amp; Level</b></p> <ul style="list-style-type: none"> <li>• Manager, Public Health (CUK Level o7)</li> <li>• Senior Consultant, Public Health (CUK Level o8)</li> <li>• Public Health Superintendents (Fleet)</li> <li>• Shoreside line manager for the fleet’s Public Health Officers (circa 20)</li> </ul>				

**Accountabilities**

**Strategic**

- Support Maritime (Southampton) and Carnival UK leadership teams to ensure the achievement of strategic and tactical operating objectives
- Ensure delivery of effective and efficient Public Health management on board Carnival UK vessels and within shoreside departments and operations, securing engagement and confidence with key stakeholders. This will include the setting of expectations within the business, recognising business priorities, raising awareness and giving feedback to the business by providing useful, succinct, timely and relevant guidance as well as providing support to all areas of the business.
- Support the delivery of an effective and efficient Public Health strategy for the fleet. This should include facilitating the development of resources and skills of on board managers and PHOs to deal with public health issues effectively.
- Drive performance from within Maritime to ensure that strategic goals are met and the business is compliant. This should include continuous review of policy and procedure to ensure ships comply with UK and International Public and Environmental Health legislation, corporate policy and recognised UK and International Codes of Good Practice.
- Engage externally with the wider Corporation and other operating companies as appropriate, initiating productive relationships and ensuring collaboration at all times.
- Support leadership of Maritime Operations (Southampton) and wider teams through transformational change to improve business operations, risk management and business performance.
- Support Health Services and Fleet Leadership Team in identifying and delivering efficient and effective strategies to deliver business and vessel performance as it relates to Public Health. This includes follow up and closure of incidents and audit findings from formal inspections and marine Public Health audits on board, ensuring that root causes are identified and acted upon and lessons are translated into appropriate systems and policies.
- In consultation with the Director, Health Services formulate and apply short, medium and long-term strategic objectives for Public Health with particular regard given to the development and implementation of both Carnival UK and corporate Public Health and Environmental Health Policies. This includes applicable areas of the Fleet Safety management system, Public Health Policy including food and water safety, pest management, communicable disease prevention and outbreak management.

**Operational**

- Ensure each vessel has the required level of Public Health support to enable the vessel to deliver their areas of accountability. Manage the relationship between ship and shoreside personnel to ensure effective work practices.
- Oversee the daily management of Carnival UK Public Health Work including appropriate delegation of tasks and prioritisation of workload
- Provide logistical and operational support to both ship and shoreside personnel on Public Health Matters.

- Disseminate to the wider business relevant changes to Public and Environmental health and/or Safety Legislation which impacts upon operating procedures on board. Ensure national and international sources of Public and Environmental Health notifications are monitored and those that impact our business are acted upon.
- Effectively provide advice, guidance and expertise where required to both internal and external customers on all matters related to Public Health. Provide health Services team with targeted and useful Public Health input into BAU activities, incident responses and strategic planning.
- Provide oversight to ensure relevant Public Health records and documents are maintained.
- Report any Public Health concerns and/or serious incidents and failures to the Director, Health Services.
- Manage the relationships between Carnival UK and local, national and international authorities which impact on Carnival UK operations
- Work with partners within the business to ensure effective audit and inspection of food suppliers, resorts, shore excursions and other third party groups with Public Health implications for our operation.
- Oversee the process to assist the guest relations and legal departments with responses to customer queries and complaints concerning public health issues.
- Provide oversight and support for the recruitment of suitably qualified Public Health Officers for the fleet.
- Provide leadership to both shoreside and shipboard Public Health team members. This includes coaching, mentoring and professional development of the onboard Public Health Officers, Manager of Public Health and Consultant, Public Health. Performance review, management and appraisal are key aspects in this area.
- Ensure provision of an effective induction and orientation programme for the onboard PHOs.
- Provide training related to Public Health in order to help develop the skills of people both within and outside the business. Ensure subject-matter expertise is provided to support the fleet training department with Public Health training and education programmes. Highlight on board training needs to the Fleet Training department, when identified as part of policy change or audit/inspection actions.
- Manage and be a part of the out of hours service to both Carnival UK fleet and shoreside teams.
- Undertake ad hoc duties as directed by the Director, Health Services.

#### **Financial**

- Contribute to the setting of Public Health department budgets and subsequent monitoring and control of expenditure.
- Contribute to cost optimisation initiatives and the development of cost-efficient public health services for Carnival UK.
- Approve expenditure in Public Health areas where necessary.
- Provide oversight of contracts with providers of Public or Environmental health services.

#### **Health Environment, Safety and Security (HESS) Responsibilities**

- Lead by example by taking care of the health and safety of yourself and others
- Report all accidents, "near miss" incidents and work related ill health conditions to your manager/supervisor/team leader
- Follow safety rules and procedures
- Use work equipment, personal protective equipment and safety devices correctly.
- Take part in safety training and risk assessments and suggest ways of reducing risks
- Actively promote safe working within your team and encourage safe behaviours.

#### **Proven Behaviours:**

**Speaks up** - Speaks out about concerns, shares ideas and encourages team to do the same

**Respects & protects** - Builds relationships and inclusive teams. Safeguards the wellbeing and safety of others. Looks for more efficient and sustainable solutions that protect the environment

**Improves** - Promotes collaboration and compliance, drives for continuous improvement

**Communicates** - Talks openly about values and priorities and acts a role model for others

**Listens & Learns** - Is curious and learns from others opinions and feedback

**Empowers** - Coaches others and creates an environment where people do their best work

#### **General Responsibilities**

- Adheres to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).
- Undertakes ad hoc duties as required.

#### **Scope**

**Problem solving:**

An innovator with creativity and an ability to problem solve, think through complex situations logically and identify where improvements to procedures and operations are required. Be able to develop processes to ensure findings from formal inspections and marine public health audits on board are acted upon and disseminated as necessary.

Understands and presents solutions to resolve issues including root cause.

Responsible for Public Health overall service and provision

**Impact:**

As part of the Senior management team within Health Services team and Maritime operations, positively impact a high performing continuous improvement culture across the entire team, role modelling behaviours and actions that support this. Ensure delivery of all associated services across the business and wider corporation.

Build an effective team which meets and exceeds the requirements of the business.

Be able to support and develop both colleagues and team members through sharing knowledge, approach and experience.

Provide assurance to senior stakeholders through demonstrable capability, effective communication and timely escalation.

**Leadership:**

Provide clear leadership that imparts direction and galvanises a team which drives them to success.

Create and lead a highly engaged team through provision of opportunity, personal accountability, validation, inclusion and a sense of community where individuals experience shared responsibility. Create and contribute to a team and department environment which delivers progressive growth in the team as well as individual capability and is inclusive of collaboration, innovation and agility.

Lead and manage team carrying out line management responsibilities including regular team meetings, 1-2-1 meetings, coaching, development and talent management.

As a senior manager lead and influence the management and quality of services provided both ship and shore, ensuring continuous improvement.

**Knowledge, Experience and Qualifications required:****Qualifications – essential:**

- Formal qualification at diploma/degree level or equivalent in a relevant area of Public or Environmental Health, such as food safety, infectious disease management, pest control, health and safety.
- Technical qualification in a relevant area of Public or Environmental Health such as water safety, air system safety, pool and spa safety and management or food safety.

**Knowledge/ Experience – essential:**

- Experience related to work in the travel or cruise industry or experience working within Public or Environmental Health fields abroad.
- Experience of managing a team; demonstrating strong leadership skills and the ability to quickly build good working relationships
- Demonstrate clarity of thought and action; ability to control and bring calm to a situation.
- Experience of Port Health inspections or marine audit
- Experiences managing outbreaks of infectious illness or other public health emergencies.
- Knowledge of a range of public health topics including in particular food hygiene, infectious disease control, pest control and health and safety.
- Audit and inspection skills with the ability to carry out investigations, monitor and report on standards, deal with complaints effectively and manage infectious disease control.
- Good computer skills and competence including the use of web based resources.
- Ability to produce coherent and readable reports and translate technical information into easily read and understood resources.
- Self-organisation and self-motivation.

**Qualifications – desirable:**

- Any other relevant post graduate qualifications
- Management development qualification or evidence of relevant training
- Attendance at Public Health related training courses or seminars
- Authored publications in relevant literature

**Knowledge/ Experience – desirable:**

- Experiences in epidemiology or evidence of participation in relevant research.
- Knowledge of UK food hygiene and safety legislation related to food safety and public health.
- Knowledge of the provisions of the Vessel Sanitation Program Operations Manual 2011 and VSP Cruise Ship Construction Guidelines 2011.
- Knowledge of ship food operations, housekeeping and/or technical systems.
- Specific knowledge of potable water systems and the hygiene management and control of swimming pool/whirlpool spas/fountains and maintenance of safety in air handling systems.
- Commercial experience and an understanding of commercial factors in decision-making.
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- An innovator with creativity and an ability to solve problems and think through complex situations logically.
- Able to manage and inspire a team to provide a robust service to the business
- Enthusiastic and forward thinker, with positive problem solving skills
- Able to challenge processes and behaviours to improve Public Health within the business and industry
- Excellent communication and interpersonal skills. Able to provide succinct, useful Subject Matter Expertise to high level managers and employees at all levels, including those with a first language other than English.
- Ability to make decisions based on technical knowledge and operational necessity.
- Excellent time management with high degree of professional integrity when working.
- A desire and ability to learn new skills and take on new challenges and responsibilities.
- Able to balance opinions and act with diplomacy to resolve conflict between parties in disagreement.

<b>Issue Date:</b>	01-01-2022	<b>Issued by:</b>	Dr Kathryn Ramsdale- Director, Health Services	
<b>REWARD ONLY</b>	<b>Grade:</b> CUK Level o6	<b>RUI:</b> 1278	<b>Date Approved:</b> 07/01/2021	<b>Initials:</b> CM