

**Job Title:** Dive & Compliance Officer

**Location:** Blue Planet Aquarium – Ellesmere Port

**Contract Type:** Full Time – Permanent Contract

**Salary:** £19,852.00 per annum

We are looking for a Dive & Compliance Officer to join our team at Blue Planet Aquarium, Ellesmere Port.

Join the team at the Blue Planet Aquarium where we offer visitors a the chance to experience a huge collection of fish, including one of Europe's largest collection of sharks in a huge 3.8 million litre tank with one of the longest underwater viewing tunnels in the world!

We're looking to meet people who would like a new opportunity with a challenge. Our business is so unique and we rely on our very diverse and richly talented team to keep this show on the road. We are keen to build a team who represent our values as a business and help us expand and grow to be better.

As a business we are committed to promoting a diverse and inclusive community of employees where we can all be ourselves in an accepting environment. We are keen to increase diversity throughout our business and build a stronger team at Blue Planet Aquarium!

We are also here to sell fun and this is what makes us so unique. Each day we look at working in a fun and friendly environment. So, if you have a passion to work in the leisure industry, can offer outstanding customer service to all our visitors and you aren't afraid of hard work, then we may just have the job for you!

### **Job Description**

The Dive Officer is responsible for operating a safe and profitable Dive Operation at Blue Planet Aquarium and to assist the Dive Contractor in ensuring all UK sites comply with HSE Dive Operations requirements and Secretary of State Standards of Modern Zoo Practice.

### **Duties/ Responsibilities**

#### **DELIVERY OF DIVE OPERATION AND DIVE EXPERIENCES**

1. Identify and maximise opportunities to grow the dive operations.
2. Deliver classroom instruction, dive training and dive experiences for all courses.
3. Ensure the upkeep of BPA dive teaching facilities.
4. Prepare all teaching materials for dive courses.
5. Develop and improve range of dive experiences and prepare all teaching materials for dive courses/experiences
6. Manage, conduct and participate in dive activities including daily shows, maintenance dives, animal feeding and dive experiences/courses.
7. Liaise with external diving organisations on updates to dive training techniques.

### **DIVE TEAM**

1. Enthuse and motivate the dive team to develop and improve range of dive experiences/courses.
2. Communicate to the dive team regarding performance standards, new initiatives, changes in relevant legislation, dive safety protocols and other pertinent dive related issues
3. Organise, chair and document 4 dive team meetings annually.

4. To resolve any HSE or diver personnel issues, obtaining direction and assistance from the Dive Contractor/ HR when needed.
5. Responsible for undertaking recruitment, induction, training and development of dive team.
6. Ensure that the dive team is organised to ensure correct and sufficient staffing to deliver the dive operations and experiences and deliver high standards of customer service
7. Deliver the development and ongoing training of the dive team, continually seeking to develop the skills of the dive team so that they are able to participate and contribute to the success of the overall business.

## **DIVE HEALTH AND SAFETY**

1. To comply with DSL diving regulations and statutory legislation (e.g. Diving at Work Regulations 1997)
2. Deliver a safe diving experience for both visitors and staff through meeting health and safety requirements and ensuring dive procedures are followed.
3. To identify, resolve and manage dive related health and safety issues.
4. Review following any incidents or at least annually all dive procedures and risk assessments, making such amendments as required by Health and Safety legislation, wider dive industry recommendation and /or changes to aquaria
5. Carry out all relevant staff training in dive operations where appropriate and review annually.
6. To carry out and record regular dive rescue and health and safety issue related scenarios and review annually.
7. Carry out and record regular monthly equipment inspection, including the Compressor and inform the General Manager of any issues and equipment that requires remedial action or replacement
8. Assist the Assistant Curator with the planning and risk assessment of any additions to aquaria that require diver assistance.

## **SALES**

1. To drive commercial performance of dive experiences by increasing turnover and maximising profitability
2. Maximise Christmas period (October – December) dive voucher sales.
3. To initiate pro-active promotion of dives experiences in response to both sales trends and when events or other factors negatively impact on dive trade.
4. Planning the release of dive dates to maximise attendance on all dive experiences.
5. To maintain awareness of market trends in the Dive industry and adapt dive offering to meet these demands and monitor what competitors are doing.
6. Represent the business at off site events such as trade shows.
7. Liaise with the Marketing Executive regarding dive marketing material.
8. Liaise with the Marketing Executive regarding media dives and deliver these kinds of events as and when required.

## **FINANCE**

1. To assist the Assistant Curator in the management of budgets
2. Assist with compiling the dive budget as part of the annual budgeting process.
3. To submit a monthly dive report in writing to the General Manager

## **DIVE AND EXHIBIT MAINTENANCE**

1. Meet monthly with the General Manager to review dive equipment issues and purchasing.

2. Manage the cleaning, maintenance, repair and storage of dive equipment.
3. Assist the Assistant Curator to ensure well maintained exhibits as required through a regular and organised cleaning and maintenance schedule with documented evidence.
4. Assist the Assistant Curator with the planning and delivery of feeding schedules in the main tank exhibit.
5. Ensure that poor animal health is reported to the Assistant Curator and veterinary treatments are provided as directed.
6. Assist the Assistant Curator with the main tank backwashing schedule.
7. Assist the Assistant Curator with any ad-hoc duties in the zoological department.

## **CUSTOMER CARE**

1. To ensure the highest standards of customer services and health and safety are met at all times.

## **DIVING COMPLIANCE**

1. To assist Dive Contractor in Aspro UK's compliance with diving legislation and codes of practice and liaise with HSE and Environmental Health when required.
2. To be responsible for the compilation, annual update and issuing of the DSL Dive Operations Manual
3. To advise Dive Contractor and General Manager on dive related matters
4. To ensure suitable risk assessments and dive project plans are prepared, reviewed and updated before any diving takes place.
5. To ensure that there are sufficient and suitable divers who are competent in both diving and the actual work to be undertaken such as use of tools.
6. Before commencement of any diving operation ensure a suitably qualified person is appointed as Dive Supervisor to supervise the project
7. To assist the site General Manager in ensuring adequate arrangements exist for first aid, medical treatment and emergency evacuation.
8. To advise on and monitor that diving project records are retained as required.
9. To conduct site audits to monitor compliance with procedures.

## **MANAGEMENT OF SELF**

1. To be responsible for self-development - continually seeking to develop own skills and participate and contribute to the success of the overall business.
2. To maintain own diving record (log book), dive qualification, membership and medical up-to-date
3. From time to time the company may make reasonable requests for you to undertake duties not necessarily covered in the above.
4. To provide leadership by communicating well, maintaining good business relationships and representing the attraction in a positive light

## **PERSON SPEC**

**Please note** the following criteria are required in order to be successful in gaining this post at recruitment and to be able to effectively undertake the duties required.

Please ensure that you are confident that you can meet all the **essential** criteria before pursuing an application, as it will not be successful if you don't. Any candidate who has declared themselves as having a disability will be shortlisted if they meet these criteria.

Desirable criteria will be used to differentiate between candidates (exc. Disabled candidates), who meet all the essential criteria but are not automatically required, as they can be developed once appointed into the post.

<b>Experience</b>	<b>Essential (E) or desirable (D)</b>	<b>Method of assessment</b>
Excellent customer service	E	Interview
Previous diving role	E	CV
Previous Dive Contractor role	D	CV
Previous visitor attraction role	D	CV
Customer conflict management	E	Interview
Able to deliver high levels of customer care.	E	Interview
Confident public speaker	E	Interview
Animal Experience – Food records	D	CV/ Interview
Understanding of UK HSE and diving at work regulations	E	CV/ Interview

<b>Skills &amp; Knowledge</b>	<b>Essential (E) or desirable (D)</b>	<b>Method of assessment</b>
PADI Dive Instructor & Equivalent	E	CV
PADI Divemaster & Equivalent	E	CV
IOSH training		CV
First Aid Training	D	CV
Excellent communication skills	E	Interview
O2 administration	D	CV
Any relevant health and safety certification such as IOSH, Fire Warden,	D	CV
Good further education qualifications	D	CV
Leadership / Management experience	E	Interview
Teaching / Training experience	D	CV
Full UK manual driving licence	E	CV/ interview

<b>Behaviours</b>	<b>Essential (E) or desirable (D)</b>	<b>Method of assessment</b>
Smiley and friendly	E	Interview
Socially confident	E	Interview
Proactive and able to use own initiative	D	Interview
Energetic and positive body language	E	Interview
Physical appearance is respectable and professional	E	Interview
Adaptable and versatile	E	Interview
Self-motivated	D	Interview
Attention to detail and standard driven	E	Interview
Reliable	E	Interview
Able to prioritise and organise	D	Interview
Team player	E	Interview
Flexibility	D	Interview
Confident in coaching others	D	Interview

Able to multi-task remaining calm and professional even in a pressurised customer service environment.	E	Interview
Helpful and positive attitude.	E	Interview
Responsible and trustworthy	E	Interview
Proactive approach to continuous personal development	D	Interview
Ability to relate well to children and adults	E	Interview
Have a calm approach, and an empathic nature	D	Interview
Good recording keeping skills	E	Interview

## Why work for us

Aspro Parks is a multinational company which operates more than 60 leisure attractions in Europe. Here in the UK Aspro owns Blue Planet Aquarium, Deep Sea World, Bristol Aquarium, Blue Reef Aquarium Newquay, Blue Reef Aquarium Hastings, Blue Reef Aquarium Portsmouth, Tynemouth Aquarium, Hastings Castle, Smugglers Adventure and Oakwood Theme Park.

Our business depends on our visitors enjoying their experience, whether that's leaving our aquariums inspired to caring more about the environment, to thrill seekers riding Drenched, one of the tallest, steepest and wettest water rides in Europe! It takes a very diverse and richly talented team to keep the show on the road and we work hard in getting these individuals on board!

Here at Aspro, we make sure our employees are well taken care of. We recognise that their hard work and dedication are the driving force behind our success. Our work environment is built on mutual respect and professionalism. We have a team of highly knowledgeable individuals with the experience and technical expertise to ensure we are the best at what we do!

We're looking for individuals who want to join the Aspro team and live our values of:

- Customer Service
- Honesty
- Respect
- Focus on Results
- Teamwork
- Personal development

## How to Apply

If interested, please apply using your CV & covering letter via our indeed page [https://www.indeedjobs.com/aspro-uk/\\_hl/en\\_GB?cpref=JXWAtnzf3XW5aRnY2g\\_zom2bgyBz8ZTNtzUk-5Jfp-g](https://www.indeedjobs.com/aspro-uk/_hl/en_GB?cpref=JXWAtnzf3XW5aRnY2g_zom2bgyBz8ZTNtzUk-5Jfp-g)

Your cover letter should highlight why you would be able to fulfil this key role within the organisation and clearly demonstrate how you meet our requirements.

We do recognize the time and effort it takes to apply for a position, however as an employer of choice we receive a high volume of applications and in the interests of economy, Aspro UK does not notify candidates who have been unsuccessful in their application; consequently if you have not heard from us within 4 weeks of the closing date, please assume that you have not been successful on this occasion.

**Equal Opportunities**

Aspro UK are an equal opportunity employer. All applicants will be considered for employment without attention to race, colour, religion, sex, sexual orientation, gender identity, national origin, and veteran or disability status.