



Job Description - Crew Recruiter

Line Manager: Director

Hours: 0900 until 1700 with a 60-minute lunch, based in the Gateshead office

The position of Crew Recruiter is a central role to the company's yacht management department, working directly with the company's Director and yacht management team to drive brokerage and recruit and place seafarers onto luxury yachts including those within the company's managed fleet.

This role is an excellent opportunity to work and learn from experienced maritime professionals, working within the yacht management department but focussing on seafarer recruitment and placement, a role which involves elements of sales, marketing, human resources, and financial activities.

Candidates must be very keen, enthusiastic, and willing to put in the commitment to work with your peers. This role should interest anyone who is looking to progress their yachting career ashore, or for a seasoned recruiter to look into moving industry sectors.

The Crew Recruiter is responsible for the following tasks, as well as other tasks as directed by their line manager the pursuit of their role:

- To be fully conversant with the Maritime Labour Convention, and in particular the "Seafarer Recruitment and Placement" section to which must be adhered too and followed at all times.
- To be fully conversant in the understanding and use of the in-house Management system 'Horizon' and assist in developing the system and provide support to its users.
- To liaise with the Crew Manager in ensuring all Safety Management System requirements are maintained when placing crew aboard yachts managed by the company including:
 - Completed PEQs;
 - Seafarer's certificates - ensuring that it meets the minimum requirement for the role prior to employment;
 - MPCs related to crew recruitment;
- Prepare a monthly review / report for the Director for crew recruitment activity including:
 - Number of new jobs advertised;
 - Number of placements made;
 - Status of payments;
 - Marketing activities;
 - Additional Captains to add into MailChimp database;
 - Social media following progression.
- Be 100% aware of any company documentation, checklists, procedures, insurances etc for providing MLC certified Seafarer Recruitment and Placement services,
- Annually reviewing the above-named company processes and make suggestions for changes and streamlining.
- Take the lead on the MCA's Seafarer Recruitment and Placement audit, preparing all documentation in advance and ensuring a smooth audit shall proceed.
- Be fully aware of the company's GDPR requirements.
- Liaise with accountants to raise relevant invoices for successful placements, liaising with the Director to then issue them at the appropriate time.
- Removing obsolete documents in Horizon and OneDrive as appropriate etc.
- Manage the crew@westnautical.com email account, creating detailed and 'common sense' folders for the simple sharing and storage of data.
- Regularly update the crew database spreadsheet to ensure all candidates are correctly stored on file.
- Conduct general calls and interviews with candidates to build relationships and increase the client database.



- Conduct reference checks on candidates before presenting them to potential employers.
- Always represent the company in a professional and polite manner.
- Taking part in any suitable events or training programs the company deem necessary and relevant.
- Prepare sections of internal monthly management meeting minutes as directed by the Director;
- Attendance for monthly management meetings, internal audits and DOC audits as required by the Director;
- Attendance for the company Captains training course as required by the Director;
- Be familiar with, contribute and partake in the Company's emergency response as directed by the Director;
- Be familiar with maritime and industry specific seafarer labour laws, trends, upcoming changes and keep the company and management department informed of any changes affecting the fleet.

Marketing related roles:

- Post all new jobs on the WN website and social media in a timely manner.
- Be the 'superuser' for Yotspot, using it for both posting WN jobs as well as headhunting and searching for candidates.
- Assist with content and liaise with the marketing department on the creation of a quarterly email to the Captain database in MailChimp.
- Use Canva to create job vacancy posts to be used on Social media platforms and editing when needed.
- Respond to crew-related inquiries through the WN website Jivochat platform as well as all social media inbox messages.
- Provide monthly updates to the Captain database in Excel format feeding into MailChimp.
- Manage the WN Crew social media pages, liking, sharing, interacting and posting content on the page as well as sharing posts into relevant crewing groups and pages that are in conjunction with the company guidelines and procedures etc. Routine tasks include:
 - Creating and posting all new job alerts as and when required;
 - 'Stories' are to be unlimited and varied;
 - Supporting the main WN pages with likes, shares and commenting from personal and WN Crew pages etc;
 - Replying and commenting to 'community';
 - Sharing posts into relevant crewing groups and pages; and
 - Send relevant job posts to marketing team for sharing on WN LinkedIn page.

Person specification:

- Fluent English speaker – other languages are a bonus;
- Excellent written and spoken English;
- Live within 40-minute commute to the Gateshead office;
- Have a valid driving license and own car transportation;
- Experience in sales and recruitment services;
- Experience and understanding in the yachting industry, either as crew, shoreside or both;
- Familiarity with elements of marketing, finances (ie invoicing) human resources and basic legal work (ie making contracts);
- Someone who wants career progression and to establish longevity within the company;
- Experience and aptitude in customer service;
- High levels of computer literacy;



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- You will be hard-working and will need a high degree of accuracy;
- You should be able to summarise complex issues in a reader friendly style;
- You should be able to take responsibility for your work output;
- Experience of working in a 24/7 working environment and has flexibility to attend work events out of office hours and ability to travel for short periods with suitable notice period;
- Experience with working with tight deadlines, short turnarounds for work and an exceptional level of detail;
- Able and willing to adapt to demands and changes in the workplace;
- Ideally you will have relevant experience for this role, but training and support is given to candidates who we believe have the potential to succeed;
- Proven longevity in previous roles.

Contract and remuneration:

- UK employee with salary;
- Entry into company pension scheme after 6-months;
- Fixed KPI targets;
- Uncapped commission structure;
- A training scheme and allowance will be on offer; and
- Travel and attendance at selected industry event and boat shows.

Date: _____

Job Description for: _____

Agreed by Employee: _____

Approved by Line Manager: _____

Approved by Director: _____