



The Mission to Seafarers

Appointment Brief

**Part-time Centre Manager
South Tees**

September 2025

About The Mission to Seafarers

With a history dating back to 1856, The Mission to Seafarers (“MtS”) supports the men and women working at sea when they need us most through providing emergency assistance, practical support, and a friendly welcome in ports all over the world. Operating under the trusted sign of the “Flying Angel”, MtS touches the lives of seafarers in numerous ways, responding to their needs and connecting them with local communities, including providing:

- Advocacy, advice, and counselling
- Communication, transport, and centre hospitality
- Emergency response
- Hospital and prison visitation
- Ship visitation
- Spiritual support

There are an estimated 1.89m seafarers across the world operating on 74,000 ships. These men and women, of all nationalities, spend up to nine months at sea, far from families, friends and loved ones.

MtS has a presence at over 200 ports in 50 countries, operating day and night, 365 days a year. As a Christian-based organisation, our help is importantly offered regardless of nationality, rank, faith or no faith.

Our core work is face-to-face ship visiting which is undertaken by our chaplains, welfare officers, ship visitors, volunteers and centre managers. In more recent years, we have added a digital element to our work in response to the pandemic and the increased speed of ship turnaround times in ports.

In addition to our port-facing work, we have also expanded our portfolio of services to include Family Support Services in the Philippines and India, WeCare training courses in social communications, financial wellbeing and suicide awareness and MtS’s Happiness Index.



Our Values and Culture

MtS is a collaborative, collegiate and respectful organisation. We place great importance on our values which define and reflect our organisational culture.

- **Pioneering:** We encourage innovative thinking and seek to be flexible and entrepreneurial in our ways of working.
- **Inclusive:** We are unconditionally committed to the support of all seafarers and their families without discrimination.
- **United:** We are one global, intergenerational, multicultural family united in vision and purpose, while respecting diversity of culture and context.
- **Collaborative:** We are co-operative in our approach to our work – in relation to individuals, the church, ecumenical partners, and organisations and institutions that work for the welfare of seafarers.
- **Accountable:** We are accountable as stewards of the resources entrusted to us, to each other in recognition of our mutual inter-dependence and to those charged with governance at station, regional and international level.
- **Caring:** In all our dealings we strive to behave with compassion, to act with integrity and to treat everyone with respect.



The Europe Region

The Europe Region consists of more than 40 ports over a wide geographical area stretching from Scotland to Turkey. Please see <https://www.missiontoseafarers.org/our-ports>

Currently, many of the ports in the Europe Region are in the UK but MtS also has staff in Rotterdam and Antwerp, we fund port chaplaincy work in Rouen and Vlissingen (Netherlands) and will soon have a presence in Piraeus, Georgia and Antibes. The maritime welfare sector in the UK is well developed and we work closely with other maritime welfare societies such as Stella Maris, the Sailor Society, the Merchant Navy Welfare Board and Deutsche Seemannsmission.

The Covid 19 pandemic had a detrimental effect on our work. Shore leave remains limited for some seafarers, whether driven by turnaround times or through the directions of ships' captains and shipping agencies. Despite the difficulties caused by the pandemic, we have continued to support seafarers by ship visiting where we have to the port, shopping for seafarers who are denied shore leave and ministering to seafarers via Facebook, WhatsApp, and the new digital chaplaincy service.

North East Region

A strategic review of our operations in this region was conducted during 2024 and following the completion of this review we appointed a Chaplain Team Lead to bring strategic leadership to our work in the region. The Mission to Seafarers currently has a presence at Teesport at North Tees and we have entered into a partnership with Stella Maris at South Tees, which is where this role is based. In addition we have a presence at the Port of Tyne in South Shields and are exploring opportunities to expand our presence elsewhere in the region.

Teesport is the UK's sixth largest port and amongst the 10 biggest in Western Europe. The site services a variety of key global markets through world-class infrastructure and unparalleled connectivity. Teesport facilitates the movement of close to 26 million tonnes of cargo annually and is part of a major net export region. This cements its position as a key driver of national and international supply chains, playing a pivotal role across containers, logistics, chemicals, energy and renewables. Additionally, it supports more than 22,000 jobs and contributes in excess of £1.4 billion to the economy each year

Job Description

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| Department: | Branch |
| Responsible to | Chaplain Team Lead, North East England |
| Responsible for | Centre Volunteers |
| Other Key Working Relationships | Stella Maris & Deutsche Seemannsmission Colleagues Branch Committee Centre Volunteers Port Staff and Authorities IHQ colleagues |
| Job Purpose | <p>Work with the Chaplain Team Lead to respond to the individual and collective needs of seafarers by providing a range of welfare services that promote social, physical, spiritual and mental well-being, including undertaking some ship visiting.</p> <p>Responsible for the effective running of The Mission to Seafarers' Centre in accordance with health, safety, environmental and security legislation, and local requirements.</p> <p>Provide oversight and leadership to team of volunteers.</p> <p>Work in collaboration with colleagues from other maritime missions.</p> |

Principal Duties and Responsibilities

Management

- Plan and manage resources and explore ways of ensuring the Centre can sustain current and future service delivery
- Ensure all logistical aspects relating to the running of the Centre are managed appropriately including ensuring the fabric of the Centre is kept in good repair
- Oversee and develop Centre-based welfare services available to seafarers and signpost to other services e.g. financial, communication, religious, recreational, social, health, employment-rights
- In consultation with the Chaplain Team Lead, develop and deliver a plan for an effective ship-visiting programme for South Tees, including undertaking occasional ship visiting
- Ensure timely management and submission of the Centre's financial accounts including:-
 - The production of the quarterly VAT returns and annual accounts for IHQ;
 - The setting of the Branch budgets; and
 - The effective management of foreign currency and exchange rates
- With the Chaplain Team Lead, build a team of volunteers
- Train and supervise Centre volunteers
- Manage and develop the Centre's retail services including stock control, identifying new lines, negotiating better deals with suppliers to achieve higher margins and improved commissions

Hospitality & Welfare

- Welcome visiting seafarers, building friendship, offering support and responding to need as appropriate
- Partner with the Chaplain Team Lead in providing a swift and effective response to any relevant emergency involving an individual seafarer or group of seafarers, where appropriate in close liaison with port authorities or other relevant bodies
- Partner with the Chaplain Team Lead in facilitating the resolution of seafarers' justice and welfare issues through mediation, assisting in dispute resolution and liaising with appropriate bodies and agencies, including port health authorities, seafarers' unions, local hospitals and port welfare committees
- Identify and provide seafarers with the best financial services available for sending money home to their families
- Liaise with other MtS personnel or agencies if ongoing work in forward ports may be required

Communication and Fundraising

- Develop and maintain strong relationships with other maritime missions, in particular Stella Maris, and welfare organisations, port authorities, managers and staff
- Effectively manage the Centre's presence on social media in line with The Mission's IT & Communications Policy
- Explore and pursue local fundraising opportunities to strengthen the financial position of the Centre

General

- Organise Branch Committee meetings ensuring relevant reports and minutes are circulated in advance of meetings
- Develop good working relationships with Branch Committee members to enable the Committee to work effectively in their service to seafarers and the Centre
- Maintain necessary records of service delivery and produce a monthly report for IHQ, in line with requested guidelines
- Attend MtS conferences, seminars and courses as instructed by the Chaplain Team Lead
- Ensure information is kept secure and used in accordance with MtS policies on confidentiality and the GDPR
- Ensure the MtS vehicle is kept in good repair and is regularly serviced and safe to drive
- Provide a transportation service for seafarers
- Responsible for ensuring the Centre is kept clean and tidy at all times

Person Specification

Knowledge and Skills

- Experience in one or more of the following: Centre Management, Health & Safety, Business and Administration, Accountancy, Project Management and Business Development
- Able to quickly develop productive working relationships with colleagues and other partners
- An effective communicator with excellent listening skills
- Strong and adaptable interpersonal skills, including being an empathetic listener

Knowledge and Skills (cont.)

- Able to quickly establish rapport and trust with colleagues and all seafarers
- Ability to manage team of volunteers
- Ability to work with people from all walks of life in a way which is inclusive and non-discriminatory, having respect for people of all ages, religions, race, ethnicity, gender and sexuality.
- A friendly and supportive disposition with the ability to build relationships and trust quickly and effectively
- Solutions focused, able to explore alternative means of doing things to create positive impact
- Good numeracy and literacy skills
- Excellent organisational and administrative skills
- IT literate, fully conversant with MS Office (e.g. Outlook, Excel, PowerPoint, Access, Project, and Word), Windows OS, Android OS, Apple OS and the ability to use / learn any in-house programmes
- Fluency in spoken and written English is essential
- Full, clean driving licence is essential

Personal Qualities

- MtS is an Anglican Mission but this post is open to applicants who have empathy with our Anglican roots and with our work and charitable purpose
- Collaborative and inclusive, able to work as part of an ecumenical team
- Compassionate concern for the well-being of others
- Empathetic, supportive and understanding with good self-awareness
- A highly motivated self-starter, able to work under own initiative and unsupervised
- Flexible in approach with the ability to adapt respond and adapt to changing priorities
- Able to function effectively in unfamiliar environments
- Demonstrates sound judgement, emotional intelligence and sensitivity
- Culturally and politically aware
- Resilient and able to remain calm and measured in challenging situations
- Shares ideas and is receptive to those of others
- Demonstrates integrity, acting at all times in the best interests of MtS

Special Working Conditions

- Visiting ships from time to time is a requirement of this role. You will be required to climb gangways with as many as 80 x 60-degree steps leading to the deck on board ships and then perhaps a further three floors to get to the bridge.

General Requirements

- Applicants must already have the right to live and work in the UK.
- Applicants must have a full, clean driving licence that is valid in the UK.
- An offer of employment is subject to an enhanced DBS check, satisfactory medical and references.
- This job description should be treated as a guide to the duties that the post holder is expected to perform. As a term of employment the post holder can be required to undertake such duties as are commensurate with his or her position.
- The job description may be amended to meet changing requirements at any time after discussion with the post holder.
- MtS operates an Equality, Diversity and Inclusion Policy. The post holder will be expected to comply fully with this Policy in carrying out their duties.
- All employees are required to be aware of their responsibilities towards Health and Safety and Safeguarding to adhere to the Health and Safety and Safeguarding Policies.
- All employees are required to be aware of their responsibilities towards the EU General Data Protection Regulation (GDPR) and to adhere to MtS's GDPR and Data Retention Policies.

Terms of Appointment

Location: South Tees

Hours of Work: This is a part-time role of 24 hours per week, including weekends and evenings, worked flexibly to accommodate shipping schedules.

Remuneration: £34,952 per annum (pro-rated to £20,971 to reflect 60% part-time hours)

Annual Leave: 25 days per annum plus Public Holidays (pro-rated to reflect part-time hours)

Benefits:

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| <i>Pension:</i> | Workplace Pension |
| <i>Life Assurance:</i> | 3x base salary |
| <i>Other:</i> | Includes Employee Assistance Programme, retail discount vouchers, cycle to work scheme, free eye test, access to training and development opportunities |

How to Apply

To apply for this position, please submit your completed Application Form to jobs@missiontoseafarers.org no later than by **noon on Tuesday 21 October 2025**. We regret that applications received after this date will not be considered.

The Recruitment Process

First round interviews: Wednesday 29 October 2025 (in person at South Tees)

Second round interviews: To be confirmed