



## **Environmental and Quality Assurance Officer**

**Location:** Cowes Harbour Commission, Isle of Wight

**Salary:** Competitive, based on experience

**Contract:** Full-time

**Job Title:** Environmental and Quality Assurance Officer

**Department:** Administration Team

**Reports To:** Chief Executive Officer

### **Job Purpose:**

Cowes Harbour Commission (CHC) is seeking a proactive and passionate Environmental and Quality Assurance Officer to lead our sustainability initiatives while ensuring the highest standards of service quality and compliance across our sites. This role plays a key part in shaping the future of the Harbour, ensuring that environmental conservation, sustainability, and excellent customer service are at the heart of all operations.

The successful candidate will be responsible for managing environmental and conservancy projects, securing external funding for sustainability initiatives, and maintaining compliance with relevant environmental regulations. They will also support the enhancement of CHC's customer service standards and quality assurance frameworks, helping to deliver an exceptional experience for stakeholders, visitors, and customers.

### **Primary Responsibilities:**

#### **Environmental and Sustainability Leadership**

- Lead the development and implementation of CHC's environmental strategy, ensuring the Harbour's sustainability for future generations.
- Manage all environmental and conservancy projects, aligning them with CHC's strategic goals and Port Marine Safety Code (PMSC) requirements.
- Identify and apply for external funding to support environmental initiatives, sustainability projects, and conservation efforts.
- Ensure compliance with environmental governance frameworks and legislation, championing best practices across all CHC sites.
- Drive continuous improvement in CHC's environmental policies, working with stakeholders to implement sustainable operational practices.

- Act as CHC's environmental ambassador, representing the organisation at relevant forums, industry events, and partnerships at local, regional, and national levels.

### **Quality Assurance and Customer Experience**

- Ensure the delivery of exceptional customer service standards across all CHC sites.
- Conduct regular site inspections and audits to monitor compliance with quality assurance and environmental targets.
- Work collaboratively with CHC teams to enhance service delivery, identifying areas for improvement and implementing solutions.
- Support the development of working practices and procedures that promote operational efficiency, sustainability, and customer satisfaction.
- Assist in planning and executing capital and annual maintenance dredging projects, ensuring adherence to environmental best practices.
- Produce reports and presentations for CHC Board meetings, providing insights into environmental performance and quality assurance initiatives.

### **People, Culture, and Stakeholder Engagement**

- Foster a strong culture of sustainability and environmental awareness across CHC, inspiring employees to integrate eco-friendly practices into their daily operations.
- Engage with key stakeholders, including local authorities, yacht clubs, boatyards, and conservation organisations, to build relationships and promote CHC's sustainability objectives.

### **Financial and Governance Responsibilities**

- Assist the CEO and Finance Director in budgeting for sustainability initiatives, customer service improvements, and quality assurance frameworks.
- Ensure CHC complies with governance frameworks, including the Department for Transport's Ports Good Governance Guidance and Harbour Revision Orders.

### **Other Duties**

- Support the wider CHC team in the organisation of events, ensuring commercial and environmental opportunities are maximised.
- Actively participate in special projects integrating sustainability measures into event planning and operations.

### **Key Performance Measures**

- Successful implementation of sustainability and environmental initiatives.
- Compliance with environmental legislation and quality assurance standards.
- Customer satisfaction and service quality feedback.

- Securing external funding for environmental projects.
- Strengthened stakeholder engagement and reputation of CHC as a sustainability leader in the maritime sector.

### **Education and Qualifications**

- Educated to a higher level or able to demonstrate a proven track record in delivering outstanding customer service and quality assurance.
- Demonstratable knowledge of environmental standards or relevant qualifications within the maritime sector.

**NB. The nature of this post may require a commitment to CHC outside of normal working hours (e.g. weekends, evenings, Bank Holidays, etc.) Out of hours working will be compensated in line with CHC policy.**

**To Apply:** Please send your CV and a covering letter detailing your suitability for the role to [chc@cowes.co.uk](mailto:chc@cowes.co.uk) by **28 March 2025**