

Overview

This standard covers the competence required to contribute to port management.

It includes developing contributing to and implementing port business; management of non-routine assets and infrastructure; managing projects; operating a port marine budget; change management; quality management; customer service.

The role requires the interpretation and application of, and compliance with, relevant international and national regulations, local legislation, codes of practice, standards, frameworks and industry guidance.

Target Group

This standard applies to individuals who have a duty to facilitate the safe and efficient use of the harbour.

Typically, this will be the Harbour Master or Authorised Deputies with delegated powers.

Note that in this NOS, unless otherwise specified, the term port may also mean harbour. However, the term harbour does not necessarily mean port.

Contribute to port management

Performance criteria

You must be able to:

1. develop and implement port marine business including:
 1. strategy
 2. targets
 3. key performance indicators and measurement
2. contribute to the port business strategy by:
 1. providing information and ideas
 2. producing plans
 3. identifying revenue opportunities and cost efficiency measures
3. manage non-marine infrastructure and assets including:
 1. purchase/replacement
 2. inspection
 3. maintenance and repair
 4. manage projects to quality, time and cost
5. develop and manage a port marine budget
6. plan, lead and implement change
7. contribute to quality management processes
8. deliver effective customer service
9. promote the port in business and other forums

Knowledge and understanding

You need to know and understand:

1. the principle revenue and expenditure streams of the port and the contribution made to port business by the marine function
2. principles and practice of business strategy
3. the typical non-marine assets that may be found in a port and the principles and practice of managing them
4. the principles of project management and how to apply them
5. the factors likely to affect the financial performance of a port
6. how to develop and operate a budget
7. the principles and practice of effective change management
8. the principles and practice of quality management
9. the principles and practice of effective customer service
10. the principles and practice of effective business networking

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Relevant Occupations Harbour Masters, Harbour Masters and those with delegated Harbour Master powers

Suite Harbour Masters

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