

Maritime & Coastguard Agency Survey & Inspection

News and updates on the changes in the way we work Spring 2018

Recruitment: next steps

New surveyors who joined the MCA after the first external recruitment campaign that took place in 2017, are now being welcomed into their new roles.

Director of Maritime Safety and Standards, Katy Ware, said it was great news for the future.

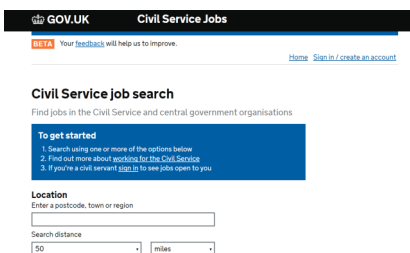
She added: 'I couldn't be more delighted with the response and the calibre of those who took part. I have recently approved the recruitment strategy for 2018 which is a staggered internal and external approach.

'I would like to invite anyone who is suitably qualified and interested in a career as an MCA surveyor, including previous applicants, to consider applying for the following upcoming recruitment campaigns.'

March 2018 - Senior Executive Officer Surveyor Grade, engineer disciplines at: Cardiff/ Milford Haven, Falmouth, Southampton, Dover and Colchester; nautical discipline at: Plymouth and Colchester.

June 2018 - Senior Executive Officer Surveyor Grade (All disciplines and locations)

If you are interested in applying, you will need to register with Civil Service Jobs to make an application www.civilservicejobs.service.gov.uk.



The screenshot shows the 'Civil Service Jobs' website. At the top, there is a navigation bar with 'GOV.UK' and 'Civil Service Jobs'. Below this, there is a search bar and a 'To get started' section with three numbered steps: 1. Search using one or more of the options below, 2. Find out more about positions for the Civil Service, and 3. If you're a civil servant (log in) to see jobs open to you. There is also a 'Location' section with a text input field for 'Enter a postcode, town or region' and a 'Search distance' dropdown menu set to '50 miles'.

You can also set up job alerts so that you don't miss any opportunities when jobs are advertised. I have also arranged with our HR department additional support for individuals applying for surveyor roles. If you have any queries about one of the above roles, whether it be about the role itself or the application process, you can get in touch by emailing hr_sitp@mcga.gov.uk.

Customer Satisfaction

We're always saying we want to hear from you and now we're saying it again.

As an Agency, we want to measure how well the Survey & Inspection Transformation programme is working for our customers and for us.

One of the ways to do this is by looking at Customer Service, through customer feedback. So, in April, we aim to launch an online survey giving customers that opportunity by reviewing the services we deliver and how we measure up to the MCA's core values of Safety, Professionalism, Trust and Respect.

When the survey is released we would like to encourage you to complete this short questionnaire

which should take between five and 10 minutes to complete. It will be sent by email up to ten days after receiving a survey (applicable to UK registered vessels that request a survey as part of their certification endorsement/renewal procedure) an inspection, (spot checks of ship safety standards, applicable to all vessels entering UK ports) or an oral exam (candidates sitting an oral examination leading to the issue of an MCA certificate of competency).

Completing this survey will help us to build on our strengths, understand where we can improve and what we can do to ensure you, our customers, can be confident in the service that we provide to ensure safer lives, safer ships, cleaner seas.

News from here

Katy Ware
Director



'With the first round of external recruitment complete, I'm looking forward to seeing the outcomes of the 2018 recruitment plan and welcoming new, talented people to our team of dedicated professionals.'

Tom Elder
Assistant
Director North



'With a number of new people joining the team in the north, I am currently working with colleagues to focus on training needs, to bring the new staff up-to-speed as quickly as possible so they can fully engage in the work we do and the ever increasing demands.'

Anthony Heslop
Assistant
Director South



'Like Tom, my team in the south are welcoming new starters and planning their training. I am also focussing on my team in the south-east who are currently moving into the new Marine Office in Colchester.'

What's Next...

Marine office move

After two months work, the MCA has now opened the East Coast Marine Office at Shrub End, Colchester. The office is sharing premises with the Coastguard Operations Base, which will shortly move from Walton-on-the-Naze. The Harwich Marine office formally closed on 12 March 2018, with all activity transferring to Colchester. Details of the MO change, including contact details will be published in MIN 566 shortly.

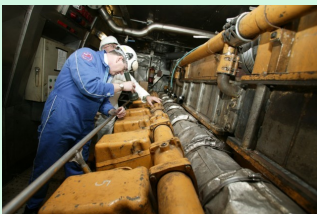
Orpington closure

The Orpington Marine Office will close this summer with all work moving to the East Coast Marine Office. Further details will be published in the next newsletter.

Plymouth to move

The Plymouth Marine Office will soon be moving to a new site, Endeavour House, Oceansgate, Plymouth.

More news on this soon.



Meet the Business Manager: Daniella Dickson

My name is Daniella Dickson, I am the Business Manager (BM) at Glasgow Marine Office. I have been with the Maritime & Coastguard Agency since 2010, when I joined Maritime Rescue Co-ordination Centre Clyde as a Coastguard Watch Assistant.

In 2012 I went on to join the Maritime & Coastguard Agency Enforcement Unit as Assistant Enforcement Officer and was based in Glasgow Marine Office.

Working closely with the Marine Office during my time in Enforcement, I thought I knew how a Marine Office worked, but since becoming Business Manager it has been a steep learning curve and nothing could have prepared me for the challenges of planning and organising a Marine Office of very busy surveyors.

My role sits alongside the Marine Office Technical Manager; as a team we are responsible for responding to the ever-changing demands of Marine Office work. Between us we plan and prioritise surveys, inspections,

who goes where and who does what. I am responsible for coordinating our resources to meet our statutory obligations as well as meeting our customer needs.

It's a very challenging role but it's one I am thoroughly enjoying. I get to work with a fantastic team of dedicated professionals; I have the amazing opportunity to engage with our customers and work with them to deliver, what I hope is, a world-class service.

We're always looking at ways to improve and hope that customer feedback will help us to build strong relationships with our customers as S&I moves into the future.



New address for east coast marine office

As we mentioned earlier, the MCA's marine office has now moved to Colchester.

The telephone number is unchanged:

+44 (0) 20 390 85165

Email Address: MOColchester@mca.gov.uk

Postal Address:

[MCA Colchester Marine Office,](#)
[Iceni Way, Colchester](#)
[Essex CO2 9BY](#)



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Web: www.dft.gov.uk/mca

Follow us on: @MCA_media

Find us on LinkedIn: Maritime & Coastguard Agency



The next newsletter will be out in Summer 2018. If you would like to amend your contact details, add colleagues to the newsletter to the distribution or have general feedback, then please email us.