



CAYMAN PORT

## Port Authority of the Cayman Islands

**Job Title:** Deputy Port Director – Administration  
**Department:** Administration  
**Reports to:** Port Director  
**Approval Date:** September 10, 2024

### JOB SUMMARY

The Deputy Port Director – Administration (“DPDA”) is part of the Executive Management team and is accountable for the management of the Administration functions of the Port Authority of the Cayman Islands (“PACI”). The DPDA monitors and tracks progress in the delivery of strategic objectives. The postholder is responsible for overseeing the Administration department operations, ensuring the accuracy and integrity of administrative information. The DPDA also manages the completion of key responsibilities relating to Human Resources, Safety and Crisis Management, Information Technology, and internal and external Public Relations and Administration. The DPDA supervises, guides, and mentors personnel, holding them accountable for their work outcomes within deadlines. The postholder directs and oversees the development of and ensures compliance with internal controls, policies, and procedures for the Port Authority. The DPDA interacts regularly with the Board of Directors and sub-committees and continually updates policies and procedures for Board approval. The DPDA may assume the role of Port Director in their absence, temporarily stepping into the position and fulfilling the responsibilities and duties typically held by the Port Director during the period of their non-availability.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

#### Strategic Management

- Develops and monitors the strategic plan for the Administration Department in alignment with the vision and mission of the Port Authority.
- Develops and implements a comprehensive digital transformation plan through the enhancement of the use of information technology.
- Conducts research and keeps abreast of port administration best practices, technology, industry trends and developments, and relevant changes to the legislative and financial regulatory environment and recommends solutions to address changes, improve the administrative/operational performance, or reduce costs.
- Plans and oversees the public relations activities of the Authority.
- Oversees the records management activities of the Authority.

#### Human Resource (HR) Management

- Responsible for the overall management and motivation of the 220 approved staff compliment at the Port Authority for the efficient and effective achievement of the organisation’s goals and objectives.

- Oversees the development of a medium to long-term strategy for Human Resources including forecasting employee supply and demand (headcount) and assisting with succession planning.
- Oversees and supports the HR Manager in the overall HR strategy and operations to achieve the mission of the Authority.
- Reviews department's workflows and human capital needs to support the Port Director in the Human Resources Strategic Planning and Management.
- Monitors, tracks, and reports on the performance of the HR function and strategic priorities to Executive Management and the Board.
- Monitors the updates to internal policies and procedures for changes in the Immigration Act, Labor Act, Health Insurance Act, and the National Pensions Act and ensures the changes are implemented and communicated appropriately.
- Oversees the development and update of disciplinary and grievance processes.
- Oversees the development of both technical and soft skills learning plans and the tracking and monitoring of all employee training and leads the coordination and facilitation of training/development on administrative policies, systems, frameworks, templates, controls, and procedures throughout PACI to help ensure ongoing compliance, best practice, and efficiency.
- Reviews pulse surveys from employees to gauge employee engagement and oversees the development of an action plan to address any concerns or gaps and tracks progress through to completion.
- Participates in employee Talent Reviews or Roundtable discussions and stays current with changing performance management processes and aligns the business to the changes.
- Assess salaries and benefits annually, and reviews research conducted by the HR Manager and makes recommendations on changes needed to the salary structure or benefits plan to remain competitive.
- Oversees compensation, recruitment, onboarding, performance appraisals, and development activities to ensure adherence to internal policies and procedures.
- Reviews the interview panel reports of all recruitment activities and advise the Port Director.
- Oversees the rewards and recognition program.
- Responsible for a diversity and inclusion strategic plan, monitoring and tracking the plan against goals.
- Responsible for the Health & Wellness strategy, budget and implementing the strategy, monitoring, tracking, and reporting on progress.
- Negotiates with Healthcare providers annually on the Port Policy and renewals.
- Provides clear, visible, authentic, and inclusive leadership to create and foster a supportive and ethical working environment which promotes collaboration and knowledge sharing, accountability, innovation, and learning and development to inspire and motivate team members.
- Manages, develops, and guides team members on complex work, managing work schedules, delegating tasks, coordinating team meetings, absence management, performance management including completing reviews and evaluations, and providing regular timely feedback.
- Holds team members accountable for results, efficiency, and completing work within deadlines.
- Identifies, develops, monitors, compiles and reports on key business metrics (Key Performance Indicators) and provides related reports to the Port Director and Executive Management, including building and support of management dashboards.

- Serves as a technical resource for team members and colleagues within the administration Department.

#### Safety Management

- Entrusted with developing and implementing a coherent policy on safety and health, considering national conditions and in consultation with employees and the Port Director.
- Responsible for providing and maintaining workplaces, equipment and methods of work that are safe and without risk of injury to health.
- Bears the responsibility of creating and enforcing a safe working environment, which includes zero tolerance of any form of workplace violence and harassment by establishing a system of education and prevention, a stress-free and confidential complaint mechanism, a fair and effective resolution process, and a system for recording incidents.
- Monitors and ensures all required safety training and certifications are current and up to date.
- Ensures safety audits are carried out and all findings are promptly addressed.
- Ensures all safety policies and procedures are up to date.
- Responsible for ensuring all safety incidents are recorded and reported.
- Oversees staffing needs, ensuring all teams are appropriately staffed.
- Reports to the Board any Regulation findings.
- Ensures there is suitable and adequate first aid and rescue facilities with trained personnel.
- Duty-bound to act on information provided by workers regarding any unsafe, unhealthy, or illegal working practice.

#### Crisis Management

- Analyses and evaluates service delivery, workflows, business processes, management practices, policies, and SOPs to identify improvements and enhancements where applicable and to improve efficiency and refinement of operations.
- Develops policies and procedures where necessary for the aforementioned.
- Supports and actively participates in both pre- and post-natural disaster activities, contributing to the development and implementation of comprehensive emergency response plans, ensuring efficient coordination with relevant authorities, and assisting in the assessment, mitigation, and recovery phases to enhance overall disaster resilience and preparedness.
- Works in collaboration with local law enforcement agencies and establishes well defined evacuation and crisis communication plans.
- Responsible for creating a crisis team which deals with providing a holistic view of vulnerabilities and provides trainings and mock drills.
- Responsible for enhancing security measures at the Port, including surveillance, access controls and security personnel training.
- Tasked with conducting consequence analysis to understand how threats may occur and developing and implementing strategies to respond and recover when crises occur.
- Oversees implementation of robust cybersecurity measures for the Port's computer systems and communication networks, including a dedicated incident response plan for cyber threats, and trains employees on cybersecurity best practices, conducting regular cybersecurity audits.
- Oversees the development and establishment of proper procedures to deal with emergency situations which may arise at the Port.
- Ensures all workers are provided with personal protective equipment (PPE) and protective clothing and any life-saving appliances required where adequate protection against risks of accident or injury to health cannot be provided by other means.

### Public Relations (PR) and Administration

- Oversees, in consultation with the Port Director, the PR strategy and function through the designated manager.
- Oversees and manages the deliverables of outsourced PR providers.
- Develops a comprehensive guide for public relations strategies and practices, outlining key approaches and tactics in a public relations playbook and presents to the Board for approval.
- Develops policies and procedures for external communications, including in the event of the Port Director's absence.
- Oversees updates made to the website to ensure it stays up to date and accurate.

### Information Technology (IT) Management

- Identifies information technology needs for the Port and their impact on system-wide Port resources and promotes the efficient use of resources by developing appropriate standards and ensuring that infrastructure costs are included in all information technology analyses.
- Provides vision, leadership, coordination, and strategic planning for administrative, computing, and other information technologies while coordinating the broad range application of technologies among all locations.
- Provides leadership and develops a competent, productive, and effective staff, both directly and through delegation, by hiring, training, evaluating performance, and supervising all employees of the Information Services department.
- Ensures that Information Services units within the Port support the information technology needs of the Port by preparing long- and short-range goals and objectives related Port-wide strategic planning, managing personnel, budgetary, and technology resources for the delivery of effective information technology and networking services, and evaluating the units' performance and progress toward accomplishment of goals and objectives.

### **QUALIFICATIONS AND EXPERIENCE**

- Bachelor's degree or equivalent in Human Resources, IT, Business Administration or similar; a Master's degree in one of these fields is preferred.
- Formal training or certification in Port Management is required.
- Minimum of five (5) years' experience in general administration management of Ports.
- Experience in Human Resource management, encompassing strategic workforce planning, talent acquisition, employee relations, and performance management.
- Adept at overseeing safety management, including the implementation of safety protocols, facility maintenance, and space optimisation.
- Possesses knowledge and skills in Information Technology management, covering areas such as IT infrastructure, system administration, and technology strategy.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of the local government operations, with expertise in Port Industry specific concepts including accounting principles.
- Technically savvy and proficient in common office software such as MS Office suite (Word, Excel, PowerPoint, and Outlook), and comfortable learning new technology tools.
- Effective leadership skills with ability to create and maintain a motivated and engaged high performing, collaborative, and learning environment to drive results and foster a shared vision and sense of purpose.
- Strong drive, enthusiasm, and an outstanding work ethic.

- Adaptable with the ability to complete work and deliver results in an environment of pressing deadlines and changing conditions and display resilience when dealing with ambiguity.
- High level of maturity, professionalism, ethical judgement and integrity, tact and diplomacy, commitment, consistency, dependability, and confidentiality and ability to exercise discretion and manage confidential information with a strong sense of urgency and practicality.
- Excellent written and verbal communication skills including both technical and business writing, report preparation, documentation, and presentation and facilitation skills.
- Strong interpersonal skills including active and empathetic listening ability to effectively share data driven recommendations with leaders.
- Strong project planning, organisational and time management skills with the ability to efficiently manage multiple tasks concurrently, prioritise own tasks considering priorities and established timelines with the ability to work on own initiative.
- Results driven mindset with advanced analytical capability, critical thinking, conceptual skills, problem solving, decisiveness, and independent judgement with an ability to review, analyse and resolve most complex technical issues with attention to detail.
- Excellent understanding of risk management issues with the ability to identify relevant issues and address.
- Ability to interact, consult, build strong relationships, and work collaboratively with a diverse group of with employees and stakeholders of various levels, including management and senior executives.
- Effective negotiation skills and ability to influence, lead meetings with stakeholders, and build consensus at senior levels.

## **SUPERVISORY RESPONSIBILITIES**

- Direct supervisory which includes allocating and delegating work, prioritising, scheduling, and providing recommendations regarding the need to hire, transfer, suspend, layoff, recall, promote, discharge, reward, or discipline subordinate employees.
- Ensures that team members are delegated the appropriate and relevant levels of accountability and authority, assigns, reviews, and evaluates team members performance.
- Provides on-the-job training, mentoring, effective performance feedback, and identifies training and development needs as applicable.
- The postholder is directly responsible for the supervision and work outcomes of the Public Relations and Administration Manager, IT Manager, Manager of Safety and Crisis Management, and the Human Resources Manager.

## **WORKING CONDITIONS**

### General

- The postholder will be expected to perform the essential functions and duties of the job under normal working conditions and standard business working hours.
- Work is performed primarily in a standard office environment with some travel to different sites.
- Flexibility to work overtime beyond the normal work hours such as on evenings and/or weekends as necessary to complete required duties and functions and meet deadlines and is on call 24/7 in the event of an incident, or other urgent business needs.
- The postholder must be able to carry out and complete their work with frequent and varied interruptions such as meetings, calls, employees asking for assistance, etc.
- Travel to the Sister Islands, and other regional or international business travel as necessary

- Overtime is not paid to Managers and above.

Physical

- Must have the ability to:
  - operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and
  - stand or sit for prolonged periods of time and to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight.

Vision

- Must have the ability to see in the normal visual range with or without correction. Specific vision abilities required by this job include close vision, distance vision, colour vision, peripheral vision, depth perception, and the ability to adjust focus.

Hearing

- Must have the ability to hear in the normal audio range with or without correction.

The Port Authority of the Cayman Islands reserves the right to amend this Job Description based on the business requirements of the Port; and will advise the postholder of such change(s) within two weeks of the review.

**AGREED BY:**

Jobholder (CAPITALS): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Port Director: \_\_\_\_\_

Date: \_\_\_\_\_