

Observer Liaison Role Specifications January 1st 2021 to December 31st 2022

Summary of duties

Recruiting and training CS&PF observers; managing and assigning observers to CS&PF swims.

Supplying address and contact phone number for Observer post and Admin

Receiving, checking, chasing, scanning of Observers reports.

- Forward by email scanned reports to the office, and the office will upload to the CSPF Database.
- At the end of the season the physical original observer reports will be sent from the OL to the Office by an agreed method.

Liaising with the CS&PF office, reporting to CS&PF Committee.

General duties

- Reporting to the CS&PF Committee via designated CS&PF Committee member
- First point of contact for all observers or pilots regarding observer issues
- Maintenance of observer contact data on CS&PF system
- Forward by email scanned reports to the office, and the office will upload to the CSPF Database.
- At the end of the season the physical original observer reports will be sent from the OL to the Office by an agreed method.

Pre season

- Recruiting new and confirming current observers by sending Observer Registration forms via CS&PF database.
- Collecting Observer Registration forms and other data and correlating into CS&PF database
- Getting in touch at least once with each registered observer and assessing their competencies and availability.
- Organising at least two meetings with a request for all observers to attend at least one.
- Training of new observers; to include at least one face to face session by any medium.
- Updating the Observer Manual
- Printing and distributing to all boats the "Observer Pack"
 - Observer Manual
 - Solo and Relay Observer Forms (with additional spare copies)
 - Observer Expenses Claim Forms
 - Addressed and stamped envelopes for submitting observer reports and expenses form

During the swim season

- Liaising with pilots and observers to appoint observers to CS&PF swims.
- Operational requirements:
 - All pilot contacts by phone or text to be answered within 8 hours
 - Usual notice period by pilots is 12 - 24 hours; it is expected to be able to appoint observers when a minimum of 12 hours' notice has been given.
 - If less than 12 hours' notice given, observer assignment is to be on best endeavours basis.
- Recording callouts and appointments and e-mailing information to the CS&PF office for all observer allocations, as they are known to the OL.
- Receiving Observer reports and scanning them in and emailing them to the office
- Recording any issues with Observer Reports reporting to the Office or ratifying Committee members
- Dealing with any "significant" Observer report issues as defined in the CS&PF Ratification Guide.

After the season

- Produce a 'Thank You' letter to be sent with the Observer Certificates to all observers from the season in partnership with the Office as needed
- Produce a Season Report for the Committee and AGM. To include:
 - Number of callouts, appointments and swims
 - Number of swims abandoned before the planned start
 - Number of times when no observers were available
 - Any incidents reported by observers or about observers
 - Recommendations for the following season

Expected season numbers

- Approximately 200 distinct swims
- Up to six CS&PF recognised escort vessels will be used at any one time
- Approximately fifteen 2-way swims, and a handful of dedicated pre-declared stroke swims, both requiring suitably skilled observers
- Possible multiple crossing swims of more than 2-ways, require two observers
- 50-60 days (of the 120+ days) between June and the end of October on which swims could start i.e. observers are required
- A pool of 60 – 70 observers is desirable and advised

Allocation rules

- Must respect individual Observer Registration Form preferences
- Aim to have all suitably available registered observers deployed on at least one swim each season
- Allowed to allocate an observer to a vessel/pilot for the duration of a single tide following an agreement with both the observer and the pilot. Pilot will then manage the callouts directly with the allocated observer(s) and will contact Observer Liaison only if unable to agree appointments directly.
- The OL should ensure all Observers are aware of the need to monitor their own workload and wellbeing

Service Parameters – Minimum Targets

- OL will be allowed up to 20 'unassigned' or 'failed' postings of observers within a swim season i.e. when OL cannot find an observer for a swim and the crew or the Pilot is requested to fill the Observer role. Only applied if more than 12 hours' notice given
- Beyond 20 failed observer assignments, a penalty of £50 per posting will be applied and deducted from the Observer Liaison Officer fees. Assignments are counted on individual basis e.g. a 2-way swim requires 2 observers: if only one is appointed, that is one failure
- OL has a minimum target of 40 registered observers on CS&PF Admin system.
- OL has a minimum target of 4 new observers (trainees) for each season

CS&PF Support

- Technical support and training for managing CS&PF database will be provided
- OL shall meet their own travel costs to/from and in Dover in the course of liaising with Observers, and handing over or replenishing Observer boxes to the pilot boats, as required and shall not claim this from CS&PF.
- The Observer Liaison Mobile is owned by CSPF and CSPF pays phone usage. In addition, CS&PF will pay the following expenses when submitted via expense claims:
 - Materials and printing of the Observer handbook
 - Materials and printing of Observer forms
 - Envelopes, stamps and postage for sending Observer Certificates
 - Observer "Boxes" on the Pilot boats
 - Room hire and refreshments (tea / coffee / biscuits) for Observer Training Meetings or video-meeting costs such as Zoom etc
- Whilst the successful applicant must be able to carry out the role with minimal intervention from the CS&PF and its committee members, and be able to respond to straightforward

questions from pilots, observers and potential observers, any issues or questions that require a judgement decision should be referred back to the Committee member responsible for Observer Liaison

- Should intervention be required as a result of any complaints / conflicts or escalations from pilots and / or observers, an assigned Committee member will assist including dealing appropriately with any arbitration system required

Observer Liaison Officer selection criteria

- General
 - Bidders are invited to submit an annual cost for the performing of the above-named tasks for a period from 1st January 2021 to 31st December 2022
 - The CS&PF Committee shall be entitled, after consultation, to deem that the service provider has failed to meet the criteria laid out in this document and terminate the agreement
 - The CS&PF shall be entitled, after consultation to terminate the contract in the event of force majeure / unforeseen circumstances
 - CS&PF agree this specification is for a 2-year period
 - The CS&PF Committee may, at its sole discretion, offer the service provider an extension of one or two years. The service provider may be offered up to a maximum of two years of extension

Observer Liaison selection criteria

- Required:
 - At least two years of observing English Channel swims on CS&PF escort vessels
 - Can supply office facilities with the appropriate equipment to service the position
 - IT literate and can access and operate a web-based system
 - Can provide uninterrupted service within parameters
 - Contingency plans in case of accidents or illnesses etc.
 - Good communication skills
- Desirable:
 - Previous experience of recruiting and/or organising volunteer workforce
 - Previous experience working undesirable hours
 - Continuous improvement mindset

- Working Knowledge of:
 - English Channel Swimming
 - Office Software including Word, Excel
 - Use of PDF
 - Scanning documents
 - Sending data via email
 - CS&PF Rules
 - Observer Manual
 - Ability to operate, Skype / WhatsApp / Facetime / Zoom