



# The Mission to Seafarers

Appointment Brief

**Seafarers' Centre Assistant  
Belfast**

April 2026

## About The Mission to Seafarers

With a history dating back to 1856, The Mission to Seafarers (“MtS”) supports the men and women working at sea when they need us most through providing emergency assistance, practical support, and a friendly welcome in ports all over the world. Operating under the trusted sign of the “Flying Angel”, MtS touches the lives of seafarers in numerous ways, responding to their needs and connecting them with local communities, including providing:

- Advocacy, advice, and counselling
- Communication, transport, and centre hospitality
- Emergency response
- Hospital and prison visitation
- Ship visitation
- Spiritual support

There are an estimated 1.89m seafarers across the world operating on 74,000 ships. These men and women, of all nationalities, spend up to nine months at sea, far from families, friends and loved ones.

MtS has a presence at over 200 ports in 50 countries, operating day and night, 365 days a year. As a Christian-based organisation, our help is importantly offered regardless of nationality, rank, faith or no faith.

Our core work is face-to-face ship visiting which is undertaken by our chaplains, welfare officers, ship visitors, volunteers and centre managers. In more recent years, we have added a digital element to our work in response to the pandemic and the increased speed of ship turnaround times in ports.

In addition to our port-facing work, we have also expanded our portfolio of services to include Family Support Services in the Philippines and India, WeCare training courses in social communications, financial wellbeing and suicide awareness and MtS’s Happiness Index.



## Our Values and Culture

MtS is a collaborative, collegiate and respectful organisation. We place great importance on our values which define and reflect our organisational culture.

- **Pioneering:** We encourage innovative thinking and seek to be flexible and entrepreneurial in our ways of working.
- **Inclusive:** We are unconditionally committed to the support of all seafarers and their families without discrimination
- **United:** We are one global, intergenerational, multicultural family united in vision and purpose, while respecting diversity of culture and context.
- **Collaborative:** We are co-operative in our approach to our work – in relation to individuals, the church, ecumenical partners, and organisations and institutions that work for the welfare of seafarers.
- **Accountable:** We are accountable as stewards of the resources entrusted to us, to each other in recognition of our mutual inter-dependence and to those charged with governance at station, regional and international level.
- **Caring:** In all our dealings we strive to behave with compassion, to act with integrity and to treat everyone with respect.



## The Europe Region

The Europe Region consists of more than 40 ports over a wide geographical area stretching from Scotland to Turkey. Please see <https://www.missiontoseafarers.org/our-ports>

Currently, many of the ports in the Europe Region are in the UK but MtS also has staff in Rotterdam and Antwerp, we fund port chaplaincy work in Rouen and Vlissingen (Netherlands) and will soon have a presence in Piraeus, Georgia and Antibes. The maritime welfare sector in the UK is well developed, and we work closely with other maritime welfare societies such as Stella Maris, the Sailor Society, the Merchant Navy Welfare Board and Deutsche Seemannsmission.

The Covid 19 pandemic had a detrimental effect on our work. Shore leave remains limited for some seafarers, whether driven by turnaround times or through the directions of ships' captains and shipping agencies. Despite the difficulties caused by the pandemic, we have continued to support seafarers by ship visiting where we have to the port, shopping for seafarers who are denied shore leave and ministering to seafarers via Facebook, WhatsApp, and the new digital chaplaincy service.

## Port of Belfast

Belfast Harbour is a port that works hard to deliver for everyone in Northern Ireland. It is the region's principal maritime gateway and logistics hub, and the UK's ninth-largest port by volume. Belfast Harbour is essential to the smooth running of day-to-day life in Northern Ireland and is a major contributor to the local and regional economy with around 70% of Northern Ireland's and 20% of the entire island's seaborne trade being handled at the port each year.

Today, Belfast Harbour handles around 24 million tonnes of trade every year, with 1.73 million people travelling through the port on passenger ferries. In 2025, the port welcomed 147 cruise calls by 60 ships from 31 different cruise lines, bringing 310,000 passengers and crew to Northern Ireland.

## Job Description – Part Time Centre Assistant, Belfast

<b>Department:</b>	Branch
<b>Responsible to:</b>	Centre Manager, Belfast
<b>Other Key Working Relationships:</b>	Port Chaplain, Centre volunteers, Ship Visitors, Terminal Staff, Stella Maris, Port Community
<b>Role Purpose:</b>	To support the smooth operation of the Seafarers' Centre

### Principal Duties and Responsibilities

- Operate bar services and the gift shop, including handling currency exchange transactions
- Facilitate transportation for seafarers using branch vehicles
- Undertake ship visits
- Welcome visiting seafarers to the Centre, build supportive relationships, and respond to their needs appropriately
- Work with the Port Chaplain to provide swift and effective assistance during emergencies involving individual or groups of seafarers, liaising with port authorities and other relevant bodies as needed
- Assist seafarers in accessing the most suitable financial services for sending money home to their families
- Liaise with MtS personnel or external agencies where follow up support may be required in onward ports
- Ensure the Centre is kept clean and tidy at all times

### Person Specification

- Comfortable with the Christian ethos of MtS and willing to work in line with our values
- Effective communicator with strong listening skills
- Proficient IT skills, including Microsoft Office, and the ability to use in-house data systems.
- A friendly and supportive disposition with the ability to build relationships and trust quickly and effectively
- Good numeracy and literacy skills
- Full, clean UK driving licence
- Some knowledge of the maritime industry is desirable
- Ability to work with people from all walks of life in a way which is inclusive and non-discriminatory, having respect for people of all ages, religions, race, ethnicity, gender and sexuality
- Solutions focused, able to explore alternative means of doing things to create positive impact

## *Personal Qualities*

- Compassionate concern for the well-being of others
- Empathy with the work and purpose of MtS
- Ability to work proactively, undertake multiple tasks and use own initiative
- Excellent customer service skills
- Strong interpersonal skills
- Strong interpersonal skills, with excellent listening skills and the ability to establish rapport and trust with seafarers.
- A highly motivated self-starter, able to work under own initiative and unsupervised
- Resilient and able to remain calm and measured in challenging situations

## **General Requirements**

- Applicants must already have the right to live and work in the UK.
- Applicants must have a full, clean driving licence that is valid in the UK
- This job description should be treated as a guide to the duties that the post-holder is expected to perform. As a term of employment, the post holder can be required to undertake such duties as are commensurate with his or her position.
- The job description may be amended to meet changing requirements at any time after discussion with the post holder.
- The Mission to Seafarers operates an Equality and Inclusion Policy. The post-holder will be expected to comply fully with this Policy in carrying out their duties.
- All employees are required to be aware of their responsibilities towards Health and Safety and Safeguarding and to adhere to the Health and Safety and Safeguarding Policies.
- All employees are required to be aware of their responsibilities towards the UK General Data Protection Regulation (UK GDPR) and to adhere to MtS's GDPR and Data Retention Policies.

## Terms of Appointment

<b>Location:</b>	Port of Belfast
<b>Hours of Work:</b>	This is a part-time role of 32 hours per week, worked; - Mon/Wed/Thurs/Sat 4.00pm to 10.00pm - Fri 10.00am to 6.00pm
<b>Remuneration:</b>	£22,380 per annum
<b>Annual Leave:</b>	25 days per annum plus Public Holidays (pro-rata)
<b>Benefits:</b>	<i>Pension:</i> Workplace Pension <i>Life Assurance:</i> 3x base salary <i>Other:</i> Includes Employee Assistance Programme

## How to Apply

To apply for this position, please submit your current CV along with a statement of no more than 500 (five hundred) words outlining your suitability for this position to [jobs@missiontoseafarers.org](mailto:jobs@missiontoseafarers.org) no later than noon Wednesday 22 April.

We regret that applications received after the deadline will not be considered.

Interview: Tuesday 28 April