



## South Georgia & the South Sandwich Islands

Office of the Commissioner  
Government House  
Stanley  
Falkland Islands

April 2024

Dear Candidate,

### **Operations Manager**

Thank you for your interest in a role with the Government of South Georgia & the South Sandwich Islands (GSGSSI).

South Georgia & the South Sandwich Islands is a UK Overseas Territory situated in the South Atlantic, 800 miles south east of the Falkland Islands. The Territory is uninhabited, with the only population being a small team of Government and British Antarctic Survey personnel located at an administrative station at King Edward Point, Cumberland Bay. The Territory remains one of the most remote locations on the planet, and is home to globally significant marine mammal and seabird populations. It also encompasses one of the world's largest and longest-standing Marine Protected Areas. The entire landmass was designated as Terrestrial Protected Area in 2022.

The Government's main office is located in Stanley, Falkland Islands with a small compliment of additional personnel in the UK. In 2021, we published a new 5-year values-driven framework that sets out stretching ambitions for governance, environment, fisheries, tourism and heritage. A copy can be found at [www.gov.gs](http://www.gov.gs).

The administrative centre at King Edward Point, South Georgia consists of a small cadre of GSGSSI staff as well as a scientific research station operated by the British Antarctic Survey on the Government's behalf. The science conducted supports GSGSSI's world-class conservation, environmental management, and sustainable fisheries objectives.

Adjacent to King Edward Point lies the remains of Grytviken, a former whaling station which closed in the 1960s and which is now managed for its heritage value. Some of the buildings have been converted to house the South Georgia Post Office, the Government's workshops and hydroelectric facility, and the South Georgia Museum which is operated by a charity. Many thousands of visitors come South Georgia every year, primarily on cruise ships and yachts during the austral summer. In recent years, sustainable tourism has become an increasingly important part of Government operations, although tourism visits to the South Sandwich Islands are now prohibited by law. In the winter months, the main activity is the operation and management of Marine Stewardship Council certified and sustainable fisheries.

We are now recruiting an Operations Manager to take over from the current incumbent who is leaving at the conclusion of a fixed-term contract. This role is pivotal to the sound administration of this United Kingdom Overseas Territory and as such we are excited to receive applications from candidates who with excellent line management skills, high levels of resilience, and the desire to deliver continuous improvement for these globally significant islands.

The Operations Manager is a broad and dynamic role, with a wide-ranging portfolio both in the Falklands, on South Georgia, and at sea. The incumbent is line managed by the Director of Operations and works closely with the CE and other Directors to shape the operationalisation of Government Strategy, as well as providing oversight and monitoring of a number of on-island programmes and projects and line management for on-island teams. The incumbent manages certain day-to-day aspects of the organisation. They also play a pivotal role representing the Government externally, acting as the point of contact for a number of key partner organisations. This responsibility can involve local and international travel as well as participating in work outside of regular business hours to accommodate multiple time zones. The role also holds significant responsibility for incident management and recovery.

Whilst there are a range of set duties and responsibilities, the realities of a small government mean that staff members need to display significant flexibility to assist other team members across Government when required. Innovation and the streamlining existing practice is encouraged. This is an exciting time to join GSGSSI as we experience significant growth in visitor numbers, which need to be managed sympathetically to ensure environmental protection is balanced with precautionary use.

The role is available on a 3-year contract, and whilst the position is based in Stanley, Falkland Islands, there is an expectation that the successful candidate will travel to South Georgia regularly in order to manage and support the operational team. Due to the limited health services available on the island, the successful candidate must be prepared to undergo medical screening and comply with British Antarctic Survey (BASMU) medical and dental assessment. The Government will meet the costs of this assessment. A list of conditions that may preclude employment are available at the end of this letter.

### **About the terms**

The job description accompanying this letter covers the duties of the role. The nature of our small Government is such that the incumbent may be called upon to complete other duties as the needs of the organisation dictate.

The role attracts a salary of £40k per annum. Subject to satisfactory performance, the incumbent will also receive a taxable gratuity of up to 25% of gross annual salary at the end of each year of employment. There is no pension scheme available for GSGSSI employees.

For international applicants, flights to and from your country of recruitment, relocation expenses and subsidised fully-furnished accommodation in the Falkland Islands is available. The post holder will be subject to the Falkland Island taxation regime which requires submission of an annual tax return as a Falkland Island resident. Comprehensive state healthcare is also provided, as well as access to state education for any accompanying dependent children aged between 4 and 16 years. Holiday entitlement is 30 days per year in addition to Falkland Island Public and Government holidays.

Recruitment will be conducted in two phases. An initial paper sift, followed by an interview panel, conducted remotely if appropriate. All interviews will be assessed around the person specification criteria below. Final offer of employment is based on the ability of the candidate to successfully pass the aforementioned medical and dental examinations, and receipt of satisfactory references.

### **Who can apply**

GSGSSI is an international team where many nationalities and cultures are represented. Applications are open to individuals of any nationality with a strong command of written and spoken English, excluding those whose nationality preclude them from travelling on the South Atlantic Airbridge operated by the MoD. A list is appended to this letter.

Those applicants who do not hold Falkland Islands Status or a Permanent Residency Permit must be able to lawfully enter and leave the Falklands during the period of employment. This will require that they are in possession of a valid passport with at least 6 months validity beyond the projected end date of the contract.

### **What is the process**

For more information about the position please read the attached job description and person specification. For an informal discussion, and to talk about living and working in the Falkland Islands please contact the current Director of Operations: [mairi.macleod@gov.gs](mailto:mairi.macleod@gov.gs)


If you would like to apply, please submit a CV and a covering letter, each of which should be no more than 2 A4 pages in length, outlining your motivation for applying and how you believe your skills and experience match the essential and desirable criteria to: [mairi.macleod@gov.gs](mailto:mairi.macleod@gov.gs).

The closing date for applications is 1600 Falkland Islands time (UTC-4) on 20<sup>th</sup> May 2024. Applications received after this time will not be considered. Due to the anticipated volume of applications, only those applicants selected for interview will receive feedback, upon request. A request must be made at the time of interview or in writing, no longer than 5 working days after the interview.

Candidates not selected for interview will be informed promptly and in any case, no longer than 21 working days after the published closing date.

We look forward to hearing from you.

Best wishes,

A square box containing a handwritten signature in black ink. The signature is stylized and appears to read 'Laura Sinclair Willis'.

**Laura Sinclair Willis**  
Chief Executive Officer

## **Operations Manager – Falkland Islands - Job Description**

The Operations Manager assists the Director of Operations in the successful delivery of the GSGSSI's 5-year values-driven framework Protect, Sustain, Inspire.

The post-holder will join a small team based in Government House in Stanley, Falkland Islands, with the expectation that they will spend a period of time overseeing operations in-person on South Georgia each year.

The post holder will assist with a variety of operational tasks in a number of portfolios, including:

- Infrastructure and heritage projects on South Georgia;
- Personnel and cargo movements aboard the Government Fisheries Patrol Vessel;
- Tourism Operations;
- Commercial Operations;
- Management and of South Georgia-based staff and contractors;

Accountable for:

### **Infrastructure**

Working with the Director of Operations, maintain ongoing dialogue and project planning with the GSGSSI Build team and the British Antarctic Survey on South Georgia. Ensure that assets and infrastructure are appropriately maintained and serviced to meet the needs of Government operations, including an annual schedule of works and procurement.

### **Heritage**

Work with the Government's Heritage Advisory Panel and stakeholders such as the South Georgia Heritage Trust, to ensure the Territory's cultural heritage is appropriately recorded, protected and managed including through the review and implementation of long-term management plans.

Assist with the project management and delivery of key heritage and cultural milestones from the PSI implementation plan.

### **Operations – Pharos**

Working with the Director of Operations and Director of Fisheries, co-ordinate the deployment of the Government's logistics and fishery patrol vessel (on long-term charter) to meet logistics, passenger movements and offshore fishery protection objectives.

### **Operations – South Georgia Government Officers**

Working with the Director of Operations, manage staff deployed to South Georgia, ensuring the appropriate planning and delivery of induction programmes, ongoing training, and decompression activity for staff travelling to and from the island.

Responsible for the management of the contract with individuals that make up the GSGSSI building and heritage teams, setting a programme of works and ensuring its completion each year.

Reporting annually to Director of Operations on team performance identifying key development needs and plans for meeting these areas.

### **Operations – Commercial**

Working with the Visitor Manager, manage the Government's commercial activity currently delivered through the South Georgia Post Office.

Develop an inclusive electronic point-of-sale system, working with stakeholders to establish, deliver and grow online sales presence and ensure the Government's commitment to become plastic-free is delivered through its commercial activity.

Working with the Business Support Officer, undertake annual stock-take and product ordering activity to maximise typical product spend by visitors.

### **Outreach**

Working closely with the Visitor Manager, Marine Environment & Fisheries Manager, and Head of Environment to contribute to the iterative outreach work of Government across multiple channels including traditional and social media.

*Relationship Management*

Manage relationships with representatives of some of our key partners including the British Antarctic Survey and South Georgia Heritage Trust to ensure an effective, collaborative and co-ordinated management approach to the Government's facility at King Edward Point, South Georgia.

List of nationalities not authorised to travel on the Airbridge:

BELARUS  
HONG KONG  
MACUA  
EGYPT  
IRAN  
LIBYA  
NORTH KOREA  
RUSSIA  
SYRIA  
TAIWAN  
THE PEOPLE'S REPUBLIC OF CHINA (PRC)  
UKRAINE  
VIETNAM

This list is subject to change without notice.

## British Antarctic Survey Medical Unit – Guide to Conditions That May Cause Concern

### Cardiac (Heart) and circulation problems

Angina & Heart Attacks. \* Leaky Heart valves & Rheumatic Fever Previous Heart Surgery\* Uncontrolled High Blood Pressure Heart Rhythm Abnormalities Treated abnormal rhythms\*. Heart Failure Severe varicose veins Arterial Disease Previous Frostbite\* Severe Reynaud's disease\* Previous leg thrombosis\*. Previous clot on the lung\*.

### Respiratory (chest) problems

Recurrent "burst" lung (pneumothorax)\* Single episode of pneumothorax\* History of moderate or severe Asthma\* Cold induced asthma\* Chronic Bronchitis or emphysema\* Active Tuberculosis

### Gastrointestinal problems

Active stomach / duodenal ulcer History of these ulcers\* Liver Disease Pancreatitis Previous exploratory abdominal surgery\* Hernia\* Untreated) Severe piles\* Recurrent (inflammatory) bowel disease\*

### Genito- urinary problems

Recurrent Kidney Stones Renal colic\* Kidney failure Recurrent kidney infections\*

### Neurological Conditions

Epilepsy or fits (on treatment) Previous fits clear for > 3 years\* Brain Haemorrhage in past\* (non traumatic) Previous brain surgery\* Unexplained episodes of loss of consciousness Severe ME\* Degenerative N.M. conditions Significant Neuro Deficit secondary to Trauma

### Metabolic Conditions

Most diabetes Mild type II diabetes if well controlled (exceptional)\* Other "endocrine disorder"\* Cushing's Disease Thyroid disease Addison's Disease Obesity (severe) BMI >30\* Obesity (severe) BMI >35

### Musculoskeletal conditions \*\*

Untreated Slipped disc\* Recurrent back pain\* Lower Limb Amputation\* Severe knee problems\* Recurrent dislocations \*(untreated) Unstable joint\* - 6 - 6 Rheumatoid Arthritis\* Frequent Gout\* Ankylosing Spondylitis\*

### Cancer and Haematological Disorders

Most cancers Treated cancer with low risk of recurrence\* Clotting or bleeding disorders Warfarin Medication Treated leukaemia\* Bone marrow disease Treated Hodgkin's disease\*

### Gynaecological conditions

Current Pregnancy Pelvic inflammatory Disease\* Ovarian disease.\* Dermatological conditions Blistering Skin diseases Severe psoriasis\*

### Mental Health Problems

Current psychiatric Illness Depression Previous severe mental illness Self harm Schizophrenia Previous drug / alcohol problems\* Manic depression Personality Disorder Current Drug or alcohol abuse

\* The decision will depend on many different factors and will be made on an individual basis.

\*\* These conditions will be assessed in relation to the capacity to undertake activity/work in the anticipated environment.