



Berthing Master

Location Rhu Marina
Reporting To Assistant Marina Manager
Application deadline 15/03/2024

About us

Here at boatfolk we share a passion for boating and getting people out on the water. As part of the UK leisure industry, we operate 11 marinas at locations in England, Scotland, Wales, and Northern Ireland. But we're about so much more than just marinas, whether it's our on-site yacht brokers, boat repairs services or hospitality offerings everything we do is about delivering the best possible experience for our boatfolk community.

To deliver that mission, we are looking for enthusiastic people who are passionate about the water, who love what they do and who will actively engage with our company values to drive constant improvement in the experience received by our customers and create inclusive places and communities where people can give boating a go.

When you join boatfolk you become part of a crew that care, not just about doing a great job but making a positive long-lasting impact. Whether it be through sustainability initiatives that challenge the boating industry or encouraging youth participation to welcome the next generation of boaters onboard. At boatfolk you're never short of opportunities to make a difference.

Our values inform our decisions and guide our behaviours, reflecting how our business operates in the communities we are part of. They are our promises to ourselves, to our customers and to each other and they are expected of everyone across our business, regardless of the position they hold.

Our values

DETAIL	We focus on doing things right for our customers.
EXPERIENCE	Going beyond good service to put customers at the centre of all we do.
CARE	We care about each other, our customers and the environment.
COMMUNITY	We actively create inclusive places to bring people together.
CHALLENGE	Be fearless, give it a go!

Rhu Marina

Rhu Marina is located on the East side of the Gareloch on the north of the firth of Clyde and offers a fantastic location for some of the most popular cruising waters in the world. Offering a full-service 235 berth marina and boatyard and 35 swinging moorings. Rhu provides a vibrant and welcoming boating hub, with a loyal customer base and expanding friendly team!

Role purpose

An opportunity has arisen at Rhu Marina for a Berthing Master to join our friendly team. The role of a Berthing Master is to support the Marina Managers in proactively facilitating the efficient and safe running of the marina. This includes responsibility for assisting Customers with all aspects of their berthing experience, ferrying customers to and from our swinging moorings and to keeping site and facilities clean, tidy and well maintained.

Key responsibilities

- You will actively monitor adherence to the company Health & Safety policy by all using site, together with maintaining visible environmental compliance.
- You will allocate appropriate size berths for boats, to optimise use of marina space and assist the Manager in achieving budget.
- You will assist customer retention by ensuring that customers and visitors consistently receive a warm and friendly welcome and you will take a proactive attitude to customer care and service on the pontoons and in the marina office. Examples would include providing pre-arrival information to visitors, meeting and greeting customers and helping them to berth by catching lines.
- You will assist with the execution of events for customers and the local community.
- Office administration, using the company databases to communicate with customers and answer enquiries, process and reconcile bookings and payments accurately.
- You will contribute to a positive working atmosphere for all of your colleagues.
- You will proactively facilitate clean, tidy, well maintained and safe pontoons, offices, washrooms and public areas, undertaking maintenance tasks such as pontoon plank replacement, painting, litter picking and pressure washing.
- You will undertake site inspections.
- You will undertake site specific processes, designed to facilitate a smooth operation with respect to local conditions.
- From time to time you may be asked to help with boatyard or with other company functions reasonably requested by the Marina Manager/Line Manager.

Core Competencies

- A friendly and supportive team player with a positive mindset, 'can do' and flexible approach.
- Competent people skills and the ability to be polite, engaged and professional under all circumstances.
- Competent listening, verbal and written communication skills.
- Health and safety awareness.
- Knowledge of marina operations is desirable.
- Experience and time spent on the water is highly desirable.
- Good decision making and problem-solving ability, sometimes under pressure.
- You must be confident using computers and marina systems with appropriate training.
- Attention to detail when entering data and taking payments.
- Ability to swim essential.
- An RYA yachting or powerboating qualification is desirable, particularly Powerboat L2.
- Able to work a 12hr shift pattern of 7 days over 2 weeks.

- A full UK driving licence is essential.

Key Measures

- Customer retention and service feedback (complaints / compliments).
- General site appearance and maintenance standards throughout areas of responsibility.
- Berthing enquiries responded to accurately and on time.
- Accurate completion of all marina office administrative tasks and site-specific processes, required for the safe, smooth and efficient running of the site operation.

Benefits for you

- Competitive salary
- 29 days' annual leave (including bank holidays).
- Bonus and range of other employee benefits including a Health Cash Plan, Cycle to Work scheme, Employee Assistance Programme and Life Insurance.
- Discounts on boatolk bars, restaurants and hotels.
- Discounts on berthing and boat sales.
- Contributory pension scheme.
- On-the-job and other development and training.
- Friendly and dynamic team working environment.
- Free car parking.

To apply please forward your CV along with a covering letter to Suzanne Bell, Marina Manager at suzanneb@boatfolk.co.uk