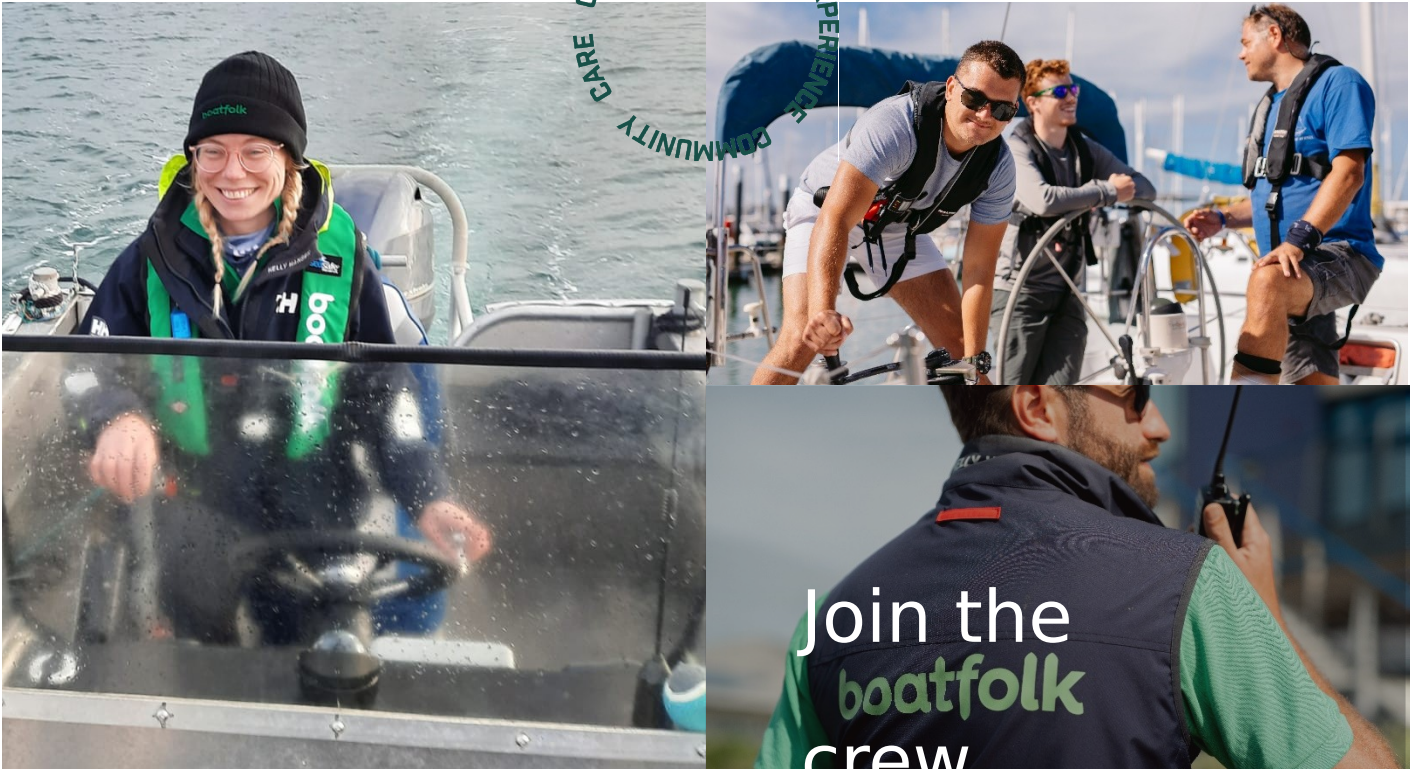


CHALLENGE
DETAIL
EXPERIENCE
COMMUNITY
CARE



Berthing Master

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.

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.

Location: Portland Marina
 Salary: Salary from £21,840 per annum, with boatfolk employee benefits

Application deadline: 30/10/2023

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!

To apply please forward your CV along with a covering letter to: portland@boatfolk.co.uk

Portland Marina

One of the largest marinas in the boatfolk group, Portland is a one stop shop for boaters with wet berthing, dry stack, fuel berth and fully serviced yard. We strive to meet our customer's every need with our boatcare repair and maintenance team, boatpoint brokerage and The Kitchen and Salt to quench their thirst and fill their bellies at the end of a long day on the water!

Role purpose

We are seeking to recruit a Berthing Master to cover the day shift on a rota basis, as part of our marina operations. We are looking for an enthusiastic individual to join our small team to help deliver great customer service.

Key responsibilities

Reporting directly to the Marina Manager you will be one of the marina team with responsibility for various marina operations. The role will cover:

- Meeting and greeting berth holders and visiting yachts
- Fuel and visitor berth sales
- Overseeing marina boat movements including towing and the mooring of vessels
- Assisting with the boat lifting team including dry stack launch and recoveries
- Berth checks and recording of vessel movements and arrivals
- Dealing with customer enquiries via telephone and VHF radio
- Collection of berthing fees and payments for marina services
- Light maintenance duties on and around the marina

About you

To be considered for the role of our 'Berthing Master' you must have good knowledge of the marine industry with strong communication and people skills and be able to demonstrate proven knowledge in the following:

- customer facing experience
- excellent communication and people skills

- a structured approach to your work, including the ability to prioritise and manage your time efficiently
- the ability to work under pressure whilst meeting customer expectations at peak operational times
- an interest in the boating and leisure marine industry and providing outstanding customer service

So, if you are an enthusiastic individual with great people skills and an ability to work well under pressure; and wants to work in a role that supports our organisation's aim to provide a brilliant customer experience, this could be the role for you. We look forward to hearing from you.

Benefits for you

- 29 days' annual leave (including bank holidays).
- Bonus and range of other employee benefits.
- Contributory pension scheme.
- On-the-job and other development and training.
- Cycle to work scheme.
- Health & wellbeing programme.
- Life insurance.
- Employee discount.
- Friendly and dynamic team working environment.
- Free car parking.

To apply please forward your CV along with a covering letter to: portland@boatfolk.co.uk