



# Boatyard Operative

## 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 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.

**Location** Rhu Marina  
**Reporting To** Manager & Assistant Manager  
**Application deadline** 22/03/2024

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

The role of a Boatyard Operative is to assist with the day-to-day operations of all aspects of the boatyard services including the lifting, high pressure washing, blocking off and relaunching of vessels, as well as facilitating boatyard cleanliness and safety. This involves safe operation and maintenance of boatyard plant and equipment with compliance to safe operating procedures

## Key responsibilities

- You will ensure that health & safety is at the forefront of all day-to-day operations; actively monitoring adherence to the company policy by all using site, together with maintaining visible environmental compliance.
- To strictly comply with our plant and equipment standard operating procedures, always maintaining health and safety as a matter of priority, with safe operation of the boatyard equipment together with other plant such as the telehandler.
- Maintain clear communications between colleagues and other team members, particularly during the lifting and movement of any vessels.
- To liaise with customers as required maintaining a professional but approachable manner.
- Assisting berth holders with their needs or directing enquiries to the appropriate channels.
- To facilitate good team morale with a positive attitude, 'can do' and flexible approach.
- To closely liaise with the Marina Assistant Manager on work in progress and the planning and co-ordination of work underway. Particular attention should be made to completing jobs on time and in keeping within the planned scope of works.
- To keep the boatyard and launch areas clean and tidy and free from trip hazards, particularly within public areas.
- Supporting berthing operations and work boats
- Assisting with the recording of machine inspections and servicing to maintain operational compliance and minimise machine downtime of machinery to ensure maximum operational time.
- To complete your daily timesheet promptly and accurately.
- To closely liaise with the marina office and boatyard Coordinator to ensure a seamless transition of boat movements to and from the marina to yard etc.
- To ensure that security is maintained throughout the site so that customer property and equipment is both safe and secure whilst in our care.
- To undertake any other tasks as directed for the benefit of the business.
- Health and safety awareness and the ability to follow the company health and safety policy and safe operating procedures.
- A friendly and supportive team player with a positive mindset, 'can do' and flexible approach.
- Competent people skills with the ability to be polite and professional.

- Physical fitness is an essential aspect to the role, as this is necessary for moving and blocking off boats, afloat and ashore; Able to lift a minimum of 25kg (with proper manual handling procedures) and able to work outside, for the full working day even in inclement weather.
- Ability to swim essential.
- An understanding of different boats and their manoeuvring characteristics.
- With training, the ability to handle and tow boats competently and safely.
- With training, the ability to operate the plant associated with the boatyard competently Key Measures
- Assisting colleagues with 'boatcare' servicing which might include painting, polishing and minor vessel maintenance and engineering tasks.
- Finally, to liaise with both customers and the office/marina teams as required to ensure the smooth operation of the business and correct logging of vessel movements for invoicing purposes.

## Key Measures

- Customer feedback (complaints / compliments).
- Accurate and timely completion of work logs and time sheets.
- Meeting business expectations on launch and recovery times.
- Safe operation of plant and equipment minimising the damage to vessels or plant.
- Appearance and maintenance of equipment and boatyard areas.
- Safe blocking and storage of vessels in combination with others.
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## 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 at [suzanneb@boatfolk.co.uk](mailto:suzanneb@boatfolk.co.uk)