

DEACONS

MARINA

Job Description: Senior Berthing Master

Job Title:	Senior Berthing Master.
Reporting to:	Marina Manager.
Location:	Deacons Marina, Bursledon, SO31 8AZ.
Sector:	Marina and boatyard.
Job Type:	Permanent F/T role (40 hours/week average) inc bank holidays & some weekends.
Benefits:	Competitive salary commensurate with experience, plus company pension scheme. 21 days' annual leave plus bank holidays. A range of other company staff benefits / staff incentive scheme.
To Apply:	Please forward a CV with a covering letter to rachaelf@boatfolk.co.uk.
Application Deadline:	20 th October 2021.

Overview

Deacons Marina is part of boatfolk, a leading national UK marina operator, with eleven quality coastal marinas. Specialising in the leisure marina and small commercial sector, we provide mooring and boatyard facilities including commercial activities from restaurants to engineering services.

Deacons Marina enjoys a tranquil location at the top of the Hamble River, minutes from junction 8 of the M27. We operate a fully serviced 130 berth marina and a boatyard for 180 boats ashore, plus a bespoke boat refit/repair service and wide selection of on-site tenants.

We are seeking to recruit a Senior Berthing Master to join our friendly team at Deacons Marina, covering the day shift on a rota basis, as part of our marina operations. So, if you are an enthusiastic individual with great communication and people skills, looking to work in a role that supports our organisation's aim to provide a brilliant customer experience and support people in having fun afloat, this could be the role for you. We look forward to hearing from you.

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The Role

Reporting to the Marina Manager, the role of a Senior Berthing Master is to help visitors and berth holders and to support the Marina Manager in facilitating the efficient and safe running of the marina.

This is a customer-facing role and a smart appearance and good personal communication and people skills are vital, in person, on the telephone and written.

Helping visitors and berth holders includes being active on the pontoons and working in the marina office. Allocating appropriate berths, providing arrival information, meeting and greeting customers and helping them to berth by catching lines, checking that moored boats are secured appropriately. In the office you will be able to confidently answer customer questions about the marina, our services and the local area, process bookings and payments and undertake general office duties commensurate with a marina reception.

Enabling the efficient and safe running of the marina including maximising utilisation of the marina, accurately using our databases, processing and reconciling payments enquiries and bookings correctly, being willing and able to undertake basic cleaning and light maintenance tasks such as pressure washing and painting, reading meters, moving trolleys, and actively understanding the importance of site safety and our responsibilities to customers, visitors, and staff. Health and safety awareness and knowledge of marina operations is desirable. From time to time you may be asked to help with boatyard or other estate functions.

Our aim is to encourage and help people have fun afloat. You will assist with updating our social media platforms and in the planning and delivery of events for customers and the local community, such as our maritime skill sessions and summer BBQ party.

The above is not an exhaustive list of duties and the successful candidate will be expected to perform tasks as necessitated by their role within an evolving organisation.

The Senior Berthing Master works as part of the marina team, supporting the Marina Manager, sometimes with other colleagues and sometimes alone.

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About You

Reporting to the Marina Manager, you will be one of the marina team, with responsibility for various marina operations. To be considered for the role of our 'Senior Berthing Master' you must have experience of time on the water in and around boats, have strong communication and people skills and demonstrable knowledge in the following:

Personal Attributes

- Friendly, enthusiastic, motivated and honest, with a strong desire to help people.
- Punctual, reliable and able to prioritise workload.
- Good decision making and problem-solving ability, sometimes under pressure.
- A smart appearance; you will wear a uniform & be a visible 'ambassador' of the marina.

IT Skills

- You must be confident using computers and with training, able to learn and use our business software packages, used daily for administration and customer communication.
- Accurately entering data, processing and reconciling payments.

Communication

- Previous experience of providing excellent service in a customer-facing role is essential.
- Good personal communication and people skills, in person, on the telephone and written.
- You must be happy and confident to deal with customers in a wide range of circumstances - Sometimes customers are stressed or tired, or want to chat about their boat, or they want to give feedback about the marina and our services. You should be able to be polite, engaged and professional in all circumstances.

Maritime Experience

- Experience and time on the water in and around boats. Our customers are passionate about their boats and expect our staff to share their interest by being able to chat about boating, to understand how different boats manoeuvre so that suitable berths can be allocated, and to recognise and act appropriately when something is wrong.
- An RYA yachting or powerboating qualification is desirable, particularly Powerboat L2.

Practical Skills

- Health and safety awareness and knowledge of marina operations is desirable.
- Maintaining a clean, tidy and safe marina environment is vital for our reputation and for the enjoyment and safety of our customers and visitors. You are expected to be able to undertake basic light maintenance tasks like pressure washing, painting, replacing pontoon planks and litter picking, emergency cleaning and other 'DIY' jobs. Previous maintenance or DIY experience is desirable. You must hold a full UK driving License.

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by **boatfolk**