



Join the boatfolk crew

Marina Assistant Seasonal Part Time

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.

Location Rhu Marina
Reporting To Marina Manager
Application deadline 16/02/2024

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

An opportunity has arisen here at Rhu Marina, one of the leading havens for boating on the Clyde, located on the north side of the firth of Clyde and comprising over 200 berths, Swinging mooring and an active boatyard. Rhu Marina is a vibrant and friendly hub with a busy marina, and we look forward to welcoming you to our team!

Role purpose

The role of marina assistant seasonal at Rhu Marina is designed to provide support to the Marina during the busy summer months. Proactively facilitating the efficient and safe running of the marina and ensuring the efficient operation of berthing and swinging mooring activities. This includes responsibility for assisting Customers with all aspects of their berthing experience and keeping site and facilities clean, tidy, and well maintained. You will play a vital role in maintaining safety standards, providing support to boat owners, and contributing to the overall success of the marina. This position is offered on a seasonal part-time contract, working minimum 16hrs per week at weekends, occasional evenings and holiday cover.

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 record vessel movements, 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 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.
- Drive the marina work boats, transferring customers to their boats on swinging moorings

Core Competencies

- A friendly and supportive team player with a positive mindset, 'can do' and flexible approach.
- Competent people skills and good interpersonal skills with 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.
- A good general knowledge of small craft and boat handling.
- 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.
- VHF Operators' Certificate desirable.
- An RYA yachting or powerboating qualification is desirable, particularly Powerboat L2.
- Applicants to possess the required skills, and value flexibility regarding working hours.

Benefits for you

- Competitive salary
- 29 days' annual leave (Pro Rata)
- On-the-job and other development and training.
- Friendly and dynamic team working environment.
- Free car parking.

If you are a maritime enthusiast, we invite you to apply for the position of Seasonal Assistant at Rhu Marina. Join us in maintaining the integrity of our marina and providing exceptional service to our community. Apply now with your CV along with a covering letter to Marina Manager, suzanneb@boatfolk.co.uk to become a part of our dynamic team.