

# ROYAL QUAYS

## MARINA

**Temporary Berthing Master (initial 6-month contract with possible extension).**

**We are looking for a Berthing Master to Join the team at Royal Quays Marina!**

Royal Quays Marina is a busy marina with a reputation as being the premier marina in the region and having the highest standards of facilities and service.

We are looking for a hardworking, motivated and quick learning individual who is committed to working as part of a team and who truly believes in putting the customer first. The role is very varied involving a wide range of tasks both practical and administrative, outdoors and indoors in all weather conditions.

This is a short-term temporary position to cover for a staff absence (6 month contract with possible extension). The successful candidate will work 12 hr shifts alternating between day and night shifts as part of a team of Berthing Masters operating the Marina 24 hours, 7 days a week. The position involves working alternate weekends and some bank/public holidays.

Tasks include (but are not limited to) the following:

- Operating lock gates, managing vessel movements and allocating berths.
- Dispensing fuel to vessels.
- Communicating with vessels via marine VHF radio.
- Taking lines and assisting vessels with mooring.
- Taking payments, use of electronic till, credit card machine and software programmes.
- Keeping the marina and the marina estate clean and tidy and undertaking repairs and maintenance.
- Dealing with customer enquiries and assisting customers where required.
- Site security and ensuring safe use of the marina by all users.

Preferred but not essential skills and attributes include:

- Experience with boats/small craft, and possibly use of marine VHF radio.
- Excellent customer service skills.

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- Ability to learn and use computer software systems.
- Numeracy and literacy.
- A 'can do' attitude and a flexible approach.
- For safety you must be able to swim.

To apply please forward your CV along with a covering letter to [matts@boatfolk.co.uk](mailto:matts@boatfolk.co.uk)

We are looking for someone to make an immediate start.

For further information please contact Matthew Simms, Marina Manager. Tel: 0191 2728282