



Join the boatfolk crew

boatcare Specialist – Portland Marina

Working Hours Full Time/Permanent
Salary £25K - £30K
Reporting To boatcare Manager
Application deadline 11/04/2024

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.

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!

Portland Marina

One of the largest marinas in the boatfolk group, Portland marina is a true 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 for boat sales and our restaurants, 'The Kitchen', a year-round homely cafe/restaurant, and 'Salt', a seasonal venue with a vibrant, festival-like atmosphere. Our commitment to local, sustainable cuisine and a diverse dining experience is central to our ethos. Portland marina is the perfect place to quench your thirst at the end of a long day on the water! With a warm and welcoming crew and a vibrant boating community, we bring together boaters from all walks of life.

Our backdrop is the historic Portland Harbour, once an important naval base and the home of Team GB's sailors, with views out over the Purbeck hills and UNESCO World Heritage Jurassic Coast. The perfect launch point for seafaring adventures big and small.

Role purpose

The role of a Boatcare Specialist is to maintain and carry out works on boats for both berth holders and visiting customers. This will be focused around GRP laminating, finishing, polishing, hatch and seacock replacement to a high standard. The role may also involve assisting the Boatcare Operatives with 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. The role requires a high degree of flexibility but offers the opportunity for variation and job satisfaction. Health and Safety will be at the forefront of all we undertake given the nature of our operations with the general public being on-site.

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.
- The repair and maintenance of customers vessels up to approximately 30.0m LOA. This will mainly consist of recreational craft but will also include some small commercial vessels. Tasks will include all aspects of vessel repair, maintenance and refit, specialising in GRP laminating, finishing, polishing, hatch and seacock replacement to a high standard of finish.
- 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 closely liaise with the Boatcare Manager and Boatcare Service Coordinator on work in progress and the planning and co-ordination of work underway and lifting. Particular attention should be made to completing jobs on time and in keeping within the planned scope of works.
- To facilitate good team morale with a positive attitude, 'can do' and flexible approach.
- To strictly comply with our plant and equipment standard operating procedures, maintaining health and safety as a matter of priority at all times, with safe operation of the boatyard equipment together with other plant such as the dry stack forklifts.
- Maintain clear communications between colleagues and other team members, particularly during the lifting and movement of any vessels.
- To keep the boatyard and launch areas clean and tidy and free from trip hazards, particularly within public areas.
- 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 promptly and accurately complete your daily timesheet.
- 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.

Core Competencies

- Health and safety awareness and the ability to follow the company health and safety policy and safe operating procedures.
- We are looking for skilled individuals with an attention to detail who take pride in their work and are committed to offering exceptional customer service.
- Competent in areas such as GRP laminating, finishing, polishing, hatch replacements, seacock replacement etc. The boatcare jobs are varied and we are interested in individuals who may have experience in any or all of these areas. Training will be available for the right candidate to help build on their existing portfolio of skills.
- 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 and safely.

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 boatfolk 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 Lee Meachim, boatcare Manager at leem@boatfolk.co.uk