



Join the boatfolk crew

# boatcare Supervisor – Portishead Marina

**Reporting To** boatcare Manager  
**Salary** Up to £30K  
**Working Hours** Full Time/Permanent  
**Application Deadline** 30/04/2024

## 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

<b>DETAIL</b>	We focus on doing things right for our customers.
<b>EXPERIENCE</b>	Going beyond good service to put customers at the centre of all we do.
<b>CARE</b>	We care about each other, our customers and the environment.
<b>COMMUNITY</b>	We actively create inclusive places to bring people together.
<b>CHALLENGE</b>	Be fearless, give it a go!

## Portishead Marina

Portishead Marina is the centre piece of the exciting Port Marine development comprising of a collection of town houses, luxury apartments, waterside bars, restaurants, and coffee shops. With over 350 fully serviced berths, plans to expand and a thriving boatyard with a 35T lifting capacity, it offers an ideal location for exploring the Bristol Channel with great access to the motorway network and excellent transport links from Bristol. Portishead 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 a Boatcare Supervisor is to proactively assist the Boatcare Manager/General Manager in oversight of 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. You will ensure that health & safety is at the forefront of all day-to-day operations, ensuring strict compliance to the company health and safety policy and standard operating procedures. You will 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. You will assist the boatcare Manager/General Manager in training and mentoring staff to achieve their full potential and to ensure exemplary care and service is provided to all customers.

## 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, 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.
- Ensure that the boatcare Operatives are gainfully employed delivering a high-quality service to customers.
- 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 boatcare 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 dry stack operations.
- 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 closely liaise with the marina office and boatcare Service 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.

## Skills & Experience

- 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 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 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 Simon Davis, Marina Manager at [simond@boatfolk.co.uk](mailto:simond@boatfolk.co.uk)**