



Senior Berthing Master position – East Cowes Marina

We're looking for an energetic self-starter who is wanting to grow within our business and be a key member of our successful team. Good knowledge of boats, great administrative skills and the right attitude and approach to excellent customer service is a must.

The position is for a full-time role based at East Cowes Marina, reporting to the Marina Manager. The position will require working some weekends, bank holidays and evenings.

*East Cowes Marina is part of **boatfolk**, a leading national marina operator with eleven high quality coastal marinas, with ambitious growth plans for the business. East Cowes Marina has more than 300 berths for annual and visiting boats from 8m to 20m, as well as a brokerage service and tenanted pub.*

The main duties (amongst other things) include:

- Answering visitor enquiries face to face, by phone and via email.
- Creating berthing plans and allocating berths to visiting yachts and recording vessel movements within the marina
- Communicating with vessels by marine VHF radio
- Receiving and processing cash and other payments through the marina management system

- General reception duties, including customer care
- Assisting with the management of our Marina Yacht Club
- Helping keep our social media platforms current and informative
- On site repairs and maintenance, including removal of rubbish ashore and afloat
- Ensuring the marina premises are kept clean, tidy and safe for staff and visitors
- Safety of vessels, particularly in adverse weather
- Maintaining accurate records – incidents, boat movements and enquiries
- Assisting with marina events as required

This is a general guide to the responsibilities of the post. Due to the nature of the business the responsibilities may from time to time be expanded and the successful candidate must accept that a considerable degree of flexibility will be required.

This is a uniformed position. Some uniform items will be supplied, and all necessary PPE will be provided.

SALARY

£23,000 gross pa plus benefits

HOLIDAYS

Holiday entitlement is calculated pro-rata based on 29 days (including bank holidays).

SKILLS AND ATTRIBUTES

Essential:

- Excellent customer service and a courteous and helpful attitude
- Good computer literacy
- A good general knowledge of yachts/motorboats and boat handling
- Due to the nature of the business applicants must be fit and able to work indoors and outdoors in all weathers, and be proficient swimmers
- Applicants should be prepared to complete a personal health questionnaire
- Applicants must be reliable, honest, well presented and be able to work as part of a hardworking and successful team
- Applicants must be capable of working a continuous shift pattern involving weekends, evening and bank holidays
- Company uniform and PPE are provided and must be worn when on duty

The following qualifications and experience would be an advantage:

- RYA VHF Short Range Certificates (or similar)
- RYA Powerboat Level II Certificate
- First Aid Certificate
- General repair and maintenance experience
- Local nautical knowledge

boatfolk Ltd is an equal opportunity employer and all applicants receive fair and equal treatment based on merit. A no-smoking policy is in operation in the marina environment.

If you wish to apply for this role, please send your CV and covering letter to the marina office email eastcoves@boatfolk.co.uk

East Cowes Marina, Britannia Way, East Cowes, PO32 6UB

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www.eastcovesmarina.co.uk

EAST COWES
MARINA