

Marine Hub Assistant

Job Description



**FALMOUTH
HARBOUR**

UK's Atlantic gateway.

Overall Purpose

Falmouth Harbour's waters are buzzing with people enjoying boats of all shapes and sizes – from modern yachts to the distinctive gaff-rigged Falmouth working boats. The area is a haven for sailors, combining sheltered waters, accessible in all weathers and with a stunning coastline. Falmouth Harbour hosts marina berths, deep water moorings, a boat park, and convenient slipway, all in the heart of Falmouth.

The safe and efficient management of our Marine Hub asset is key to the success of our customer experience, and candidates must have a proven track record of developing, motivating and empowering a team to deliver outstanding levels of customer service and problem-solving and new initiatives are vital for this role.

We are looking for a Marine Hub Assistant to oversee our Grove Place Boatyard operations, for annual customers, business tenants and visitors, alike. We want someone to support our Marine Hub Manager in ensuring our Marine Hub is a dynamic and safe and to access our wonderful local waters.

The Marine Hub Assistant provides an important role in helping to keep an efficient, safe and customer-focussed operation. Falmouth Harbour is committed to providing all customers, tenants and visitors with the highest standards of customer care. As such this full -time position will work closely with the Marine Hub Manager to cover peak times throughout the week and season, including weekend working to support our organisational objectives and the myriad of events that take place in Falmouth Harbour waters, including Falmouth Classics, superyacht regattas and European flotillas.

We are looking for a water-enthusiastic team-player with a passion for delivering excellent customer. You'll be adaptable, look for opportunities to help us improve our services and have a keen eye for detail and record-keeping.




Main Responsibilities

The Marine Hub Assistant is responsible for supporting the safe and efficient operation of the Falmouth Harbour's Marine Hub (boatyard and slipway) and adjoining pontoons as a whole.

Overall responsibilities include:

- Customer service; being front and centre of our Marine Hub as the first point of contact for customer, tenants and visitor enquiries, managing customer records, taking payments and being on-hand to support customers when they are on-site
- Supporting health and safety, undertaking daily inspections of facilities and customer vessels
- Helping to promote our services and facilities on social media
- Support with the hands-on maintenance of onsite facilities and equipment as required
- Liaise with other areas of the Falmouth Harbour team including Harbour Masters, Maintenance and our Leisure teams, in particular

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Main Duties
<p>Compliance with Falmouth Harbour policies and procedures includes following guidelines related to safety, security, environmental protection, and operational procedures. Compliance is essential to maintain the integrity and reputation of Falmouth Harbour and to ensure the safety of all.</p> <p>Out of hours work may be required as directed to support operations, customer service and or emergency response.</p> <p>Working Hours: Between 8.00am – 6.00pm, evenings and weekends will be required to deliver to customer and event needs. The hours will have a seasonal dynamic with Summer season May to October requiring flexible working to meet needs of facility.</p>
Line of Accountability
<p style="text-align: center;">CEO</p> <p style="text-align: center;"></p> <p style="text-align: center;">Head of Commercial Operations</p> <p style="text-align: center;"></p> <p style="text-align: center;">Marine Hub Manager</p> <p style="text-align: center;"></p> <p style="text-align: center;">Marine Hub Assistant</p>
Level of technical knowledge and type of experience needed to do the job
<p>Essential</p> <ul style="list-style-type: none">• Excellent communicator: Candidates must have the ability to communicate effectively and deliver a high-standard of customer service and employee support.• Experience of working in marine services and/or customer-facing roles• Demonstrable skills and experience in working within teams• Nautical Knowledge: An understanding of nautical principles, navigational skills, and maritime safety practices.• Evidence of taking ownership, helping to drive solutions• Pro-active, problem solving mentality.• Teamwork and Communication Skills: Effective communication and the ability to work well within a team are vital.• Health and Fitness: Good physical health and fitness levels are important for working on the boat yard, the job will involve manual labour and working in various weather conditions, year-round. <p>Desirable:</p> <ul style="list-style-type: none">• Boating experience such as Competent Crew / Day Skipper / Yachtmaster, Powerboat Level 2

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Describe any staff management role / any advising or coaching of others			
<ul style="list-style-type: none"> This role has no line management responsibilities for other team members. 			
What spending authority does this role have – define spending guidelines			
<ul style="list-style-type: none"> None, except purchases when instructed by supervisor or manager. 			
Describe any Health and Safety Responsibilities			
<p>The Health and Safety at Work etc Act 1974 is the primary piece of legislation covering occupational health and safety in Great Britain. It sets out the general duties which:</p> <ul style="list-style-type: none"> Employers have towards employees and members of the public. Employees have to themselves and to each other. <p>Examples of your H&S responsibilities are below. Note this is not an exhaustive list:</p> <ul style="list-style-type: none"> Assist in Risk Assessment/Procedure/Method Statement reviews. Report any accidents, incidents and near misses. Take great care for the health and safety of yourself and others, including the public. Co-operate with Falmouth Harbour to enable all H&S legal and other obligations are met. Act as first aider, especially when afloat. Manage risks and safe practices involving workplace transport in particular around launch and recovery of vessels by team members and customers. 			
Qualifications	Essential	Desirable	Advanced
Competent Crew / Day Skipper / Powerboat		X	
PB L2 Commercial Endorsement		X	
Health and Safety Qualifications		X	
Marine Radio Short Range (VHF)		X	
First Aid at Work		X	
Towage or trailer training		X	

Note: Essential qualifications are required at or around formal appointment – desirables are required but can be taken post award during probationary period but are essential prior to completion of probation.

Note:

This Job Description is not intended to be an exhaustive list of your responsibilities, key result areas and objectives. Falmouth Harbour reserves the right to require you to undertake such other tasks, duties or training as may be appropriate to your status and experience. This Job Description may be reviewed from time to time as a result of either re-organisation of the company and/or outcomes of the performance review scheme.

Although this Job Description provides an outline of your key tasks, all staff are expected to be flexible and assist, when necessary, other members of staff in their tasks and be prepared, on occasion, to work in other departments to enable the organisation to operate efficiently.

Job Description last updated: November 2023

Review date: CEO

This Job Description is a controlled document; any amendments will be captured during the Marine Hub Managers appraisal and put forward for approval to the Head of Commercial Services Master and CEO.