

Falmouth Harbour

Moorings Officer

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 and boaters, 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. Falmouth Harbour is the third deepest natural harbour in the world, and we are looking for a Moorings Officer to manage our 600+ leisure boat moorings, used by our annual customers, commercial organisations and visitors. We want someone who will look at innovative ideas and ways to maximise asset use, revenue and commercial return; working with the Executive Team to deliver these ideas through to completion.

The safe and efficient management of our mooring assets is key to the success of our customer experience, and candidates must have a proven track record of managing marine assets and or moorings, demonstrable knowledge of leisure and small commercial vessels and boat types (both sail and motor), as well as a good understanding of marine navigation.

The Moorings Officer provides a critical role in keeping Falmouth Harbour running efficiently, safely and supporting our required high levels of customer service. Falmouth Harbour is committed to providing all customers and visitors with the highest standards of customer care. This role is five-days per week and at times weekend working may be required to support our organisational objectives and the myriad of events that take place in Falmouth Harbour waters, including Falmouth Classics, racing regattas, superyacht regattas and European flotillas.

We need a candidate who is passionate about boats and keeping them safe on our moorings, and able to deliver an excellent and seamless experience to our customers. As such, this is a permanent role which sits within the Falmouth Harbour team and will work closely with our Maintenance team on mooring maintenance, stop allocation and life-cycle, as well as customer service and requests.

This role will assist and support the delivery of Falmouth Harbour's corporate objectives:

1. Sustainable Growth - Establish a surplus balance sheet, improve efficiency and increase business resilience.
2. Great place to Work - Deliver an excellent working environment for our people, where we all love to work, feel safe, work hard and have pride in Falmouth Harbour.
3. Stakeholder Dividend - Invest and deliver new income streams, grow jobs, improve infrastructure, increase local GVA, provide continued improvement in customer services and community benefits.
4. Safe Harbour - Manage our harbour to ensure a high level of safety, PMSC compliance and security for all users.
5. Sustainability - an industry leader and advocate for change through supporting policy shift and demonstrating and highlighting good practice in industry.

Moorings Officer Job Description

| Main Responsibilities |
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| <ul style="list-style-type: none">• Assist and support the delivery of Falmouth Harbour's corporate objectives.• The Moorings Officer is responsible for the safe and efficient allocation and customer experience of Falmouth Harbour moorings and other assets such as outhauls.• Overall responsibilities include financial performance, licensing, overseeing safety and weekly boat checks.• Promote facilities in particular on social media to maximise usage and revenue.• Maximise the use of Falmouth Harbour's mooring assets and look to generate new streams and customer initiatives where possible. Responsibility to proactively let vacant assets.• Manage the use of mooring strops; both privately managed and Falmouth Harbour provided rope strops.• Manage income and bad debts that relate to the assets and input customer data on Harbour Assist and manage customer data compliantly and accurately.• To safely crew and operate harbour craft as appropriate.• To ensure safe compliant delivery of practices and procedures and manage risk assessments as appropriate for the role.• Proactively manage waiting lists, identify and highlight market trends and work with the Management Team to adapt the assets to current customer needs.• To manage annual pricing policy and provide management information on return on cost of service.• Market and promote assets to maximise return.• To assist as directed in any emergency and pollution response or other marine activity by Falmouth Harbour.• Hands on assistance with mooring maintenance working with the Marine Maintenance Team as required and at peak periods.• The role will need a strong relationship with the operational Harbour Master Team and will report on safe management of the assets to this team to ensure safety compliance. |
| Main Duties |
| <p>Manage 600+ leisure boat moorings, and boat outhauls used by our annual customers to maximise asset use, revenue and commercial return in a safe and efficient way.</p> <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>To safely crew and operate harbour craft. This includes following standard operating procedures, ensuring the proper loading, unloading, and transportation of goods or equipment, and adhering to safety regulations and guidelines during the operation of these vessels or machinery.</p> <p>Out of hours work may be required as directed to support operations, customer service and or emergency or weather response.</p> <p>Working Hours: Between 8.00am - 6.00pm, evenings and weekends may be required to deliver to customer, weather and event needs. The hours will have a seasonal dynamic with spring and autumn seasons requiring flexible working to meet needs of assets and allocation of licences.</p> |

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| Line of Accountability |
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| <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;">Moorings Officer</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 to delegate appropriately; have experience in Health & Safety and be able to demonstrate compliance with all relevant laws and regulations. • Ability to deliver a high-standard of customer service and employee support. • A minimum of 2 years' experience of working in marine services. • Good IT skills and experience of customer database. • Nautical Knowledge: A solid understanding of nautical principles, vessels, navigational skills, and maritime safety practices. • Evidence of having implemented new projects and processes, as well as developed successful customer experience initiatives. • Pro-active, problem solving mentality. • Health and Fitness: Good physical health and fitness levels are important for working on our vessels, the job will involve manual labour and working in various weather conditions, year round. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience of managing a marine facility. • Health and Safety qualifications such as NEEBOSH • Boating experience including Day Skipper / Yachtmaster, Powerboat level two, ideally commercially endorsed. • Teamwork and Communication Skills: Effective communication and the ability to work well within a team are vital. |
| Describe any staff management role / any advising or coaching of others |
| <ul style="list-style-type: none"> • This role has no line management responsibilities. |
| 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. |

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| Qualifications | Essential | Desirable | Advanced |
|----------------------------------|-----------|-----------|----------|
| RYA level 2 Powerboat | X | | |
| PB L2 Commercial Endorsement | | X | |
| ICC Sail or Power | | X | |
| Health and Safety Qualifications | | X | |
| Marine Radio Short Range (VHF) | X | | |
| First Aid at Work | X | | |
| ENG1 or ML5 Medical | X | | |

Note: Essential qualifications are required at or around formal appointment. Desirables are required but can be taken once in post 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 organisation 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: 19th October 2023
Review date: CEO

This Job Description is a controlled document; any amendments will be captured during the Moorings Officer appraisal and put forward for approval to the Head of Commercial Operations and CEO.