

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Marina/Chandlery Assistant		
<b>JOB TITLE No.</b>	TBC	<b>POST No.</b>	TBC
<b>GRADE:</b>	Sc1-Sc2	<b>SCP RANGE:</b>	1 - 4
<b>SECTION:</b>	Marinas	<b>DIRECTORATE:</b>	Parklands
<b>POST LOCATION:</b>	Stanstead / Springfield Marina		

<b>CRB REQUIREMENT:</b>	N	<b>CRB LEVEL:</b>	n/a
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<b>ACCOMMODATION:</b>	N/A
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<b>DRIVER'S LICENCE &amp; BUSINESS USE INSURANCE REQUIREMENTS:</b>	A) Casual user
<b>CAR ALLOWANCE:</b>	B) Casual car user allowance
<b>BUDGET LEVEL:</b>	

<b>REPORTING TO:</b>	Chandlery Duty Manager	<b>POST No.</b>	TBC
<b>RESPONSIBLE FOR:</b>	n/a	<b>POST No.</b>	

<b>POLITICALLY RESTRICTED POSTS:</b>	No
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### PURPOSE OF ROLE

To assist with the operation of the Marina chandlery efficiently and effectively in accordance with the policies and guidelines of the Lee Valley Regional Park Authority.

To assist the Marina Manager with all day-to-day operations of the Chandlery and Quayside services.

To operate the facilities of the Marina efficiently and effectively in accordance with Authority policies.

### KEY RESPONSIBILITIES AND DUTIES

#### PEOPLE RESPONSIBILITIES (EXTERNAL – INCLUDING MEMBERS)

- To provide a first point of contact for all customers and visitors to the Chandlery, including giving advice, handling complaints, answering queries and providing documentation on a daily basis.

- To maximise sales and service to customers and tradesmen in the marina chandlery
- To provide berth holders and passing boating traffic with Marina services, including operating the Marina diesel pump and pump-out machinery, as required.
- To assist in maintaining a safe and secure Marina, including ensuring the Authority's Health & Safety regulations are met by all customers and visitors in all areas of the site, including onboard moored vessels.
- To assist with the organisation, co-ordination and promotion of services, activities and events for the Marina.
- To co-operate with contractors on site.
- To carry out rechargeable work tasks and alterations/repairs as instructed by the Marina Manager, including the operation of workshop machinery and welding, both on site and onboard vessels.
- To assist with lifting, craning, slipping and placement/blocking of all vessels in the Marina when necessary and to assist with the movement of vessels and berths as required and/or instructed.

#### **PEOPLE RESPONSIBILITIES (INTERNAL – INCLUDING CONTRACTORS & VOLUNTEERS)**

- To assist with the maintenance and control of the Marina infrastructure, site areas, moorings, pontoons, buildings, workshops, plant and equipment.
- To ensure the compliance with the Normal Operations Procedures (NOP).
- To ensure compliance with the Quality Management System (QMS) in the Marina.
- To assist with the maintenance and control of the computerised and communications systems and equipment of the Marina.
- To ensure the Authority's Health & Safety Regulations are met by all Marina employees on site, including providing advice when appropriate.

#### **FINANCIAL RESPONSIBILITIES**

- Maintain an accurate stock data base on Cybertill
- To raise and follow up on purchase orders as required.
- To assist in the execution of actions arising from external and internal audits.
- Ensure systems in place to receive payment for services provided and goods taken or delivered.
- To collect mooring, electricity and other fees and issue receipts.
- To administrate the accurate recording of all goods supplied for rechargeable works.

#### **OTHER RESOURCES RESPONSIBILITIES**

- To maintain an adequate stock of supplies needed for the efficient and effective execution of day-to-day responsibilities.
- To provide quality information to all customers and visitors to the Marina and the general public, including giving advice on local attractions and amenities, handling complaints, answering queries and providing information by telephone, email and in person on a daily basis

**GENERAL**

- The above duties may be varied.
- Carry out all duties with regard to relevant legislation and the Authority's policies and procedures including:-
  - The Authority's Health & Safety Policy
  - The Authority's Standing Orders and Financial Regulations
  - The Authority's Equal Opportunities Policy and related policies
  - The Authority's Environmental protocols and related policies

**KEY CONTACTS**

INTERNAL CONTACTS / PURPOSE	EXTERNAL CONTACTS / PURPOSE
<ul style="list-style-type: none"> <li>• The Chandlery Duty Manager for daily work planning.</li> <li>• Other Marina employees as colleague.</li> <li>• Staff of other Authority Marinas as colleagues and to co-ordinate work.</li> <li>• Other Authority employees for specific projects.</li> </ul>	<ul style="list-style-type: none"> <li>• Third Party Suppliers</li> <li>• Contractors</li> <li>• Members of the public</li> <li>• Berth Holders</li> </ul>

**The Authority has the right to amend the job description in consultation with the post-holder to reflect changes in or to the job.**

It should be noted that the above list of principal duties and responsibilities is not necessarily a complete statement of the duties of the post. It is intended to give an overall view of the position and should be taken as guidance only. Additional duties may be required from time-to-time that are not identified above and shall be appropriate to the nature, grade and demands of the job as described. The Job Description is current as at the date shown below. In consultation with the post-holder, it is liable to variation by management to reflect or anticipate changes in the job.

**Sign off for Job Description and Person Specification**

Job Description/Person Specification	Post Title	Date signed off
JD/PS Prepared by line manager		
JD/PS Agreed by second line manager		
JD/PS Agreed by HOS/AD by		
Consultation with post holder conducted by:		

## PERSON SPECIFICATION

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KNOWLEDGE AND SKILLS	
ESSENTIAL	DESIRABLE
<b>Knowledge</b>	<b>Knowledge</b>
<ul style="list-style-type: none"> <li>Have knowledge of marine systems</li> <li>Computer literate at basic level (MS Office and MS Outlook)</li> <li>Previous customer service experience</li> </ul>	
<b>Qualification</b>	<b>Qualification</b>
<ul style="list-style-type: none"> <li>English at GCSE level C or equivalent</li> <li>Maths at GCSE level C or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>Relevant Health and Safety qualification</li> <li>First Aid at Work</li> </ul>
<b>Experience</b>	<b>Experience</b>
<ul style="list-style-type: none"> <li>In delivering excellent customer service.</li> <li>To perform the role in the best interest of the business</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in a boat yard or boating-related organisation.</li> <li>Experience of working in a retail environment</li> </ul>
<b>Problem Solving / Decision Making + Mental Skills</b>	<b>Problem Solving / Decision Making + Mental Skills</b>
<ul style="list-style-type: none"> <li>Ability to remain calm under pressure.</li> <li>Ability to use your own initiative and know when to escalate</li> <li>Ability to multi task, prioritise and plan effectively</li> <li>Commitment and dedication with a level of flexibility</li> <li>Excellent organisational skills with attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrates a “Can Do” attitude</li> </ul>
<b>Communication</b>	<b>Communication</b>
<ul style="list-style-type: none"> <li>A friendly and professional manner when communicating with the public, other staff and guests</li> <li>Excellent communication skills both verbal and written.</li> <li>Excellent interpersonal skills</li> <li>A welcoming and engaging member of the team</li> <li>To engage team members in the company’s vision, mission, values and strategy</li> <li>Polite and a good communicator</li> </ul>	

<b>Physical skills</b>	<b>Physical skills</b>
<ul style="list-style-type: none"> <li>To be physically fit as some manual handling is required..</li> </ul>	<ul style="list-style-type: none"> <li>Ability to drive vehicles other than a car (including forklifts, tractors and trailers) safely and responsibly.</li> </ul>

<b>EFFORT AND DEMANDS</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Mental demands</b>	<b>Mental demands</b>
<ul style="list-style-type: none"> <li>A calm approach when resolving customer queries.</li> </ul>	
<b>Physical demands</b>	<b>Physical demands</b>
<ul style="list-style-type: none"> <li>Replenishing stock</li> <li>Carry loads i.e coal, gas logs to legal H&amp;S weight limits</li> </ul>	
<b>Emotional demands</b>	<b>Emotional demands</b>
<ul style="list-style-type: none"> <li>Resolving customer enquiries</li> <li>Flexibility</li> </ul>	
<b>Work Environment</b>	<b>Work Environment</b>
<ul style="list-style-type: none"> <li>Excellent organisational skills</li> </ul> Interesting and diverse work environment working indoors and outdoors	

<b>Other requirements</b>	<b>Other requirements</b>
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>IT skills</li> <li>Ability to multi-task, prioritise and plan effectively</li> </ul>	<ul style="list-style-type: none"> <li>Attention to detail</li> <li>Ability to identify opportunities</li> <li>To continually improve the effectiveness and efficiency of the service</li> <li>To perform the role with creativity and innovation</li> </ul>