



**ABC LEISURE GROUP LTD**

**JOB DESCRIPTION**

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Job Title:	Marina Operative
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Reports To	The Marina Manager
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Who Reports To	The Marina Operations Director
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Number of Subordinate Staff:	None
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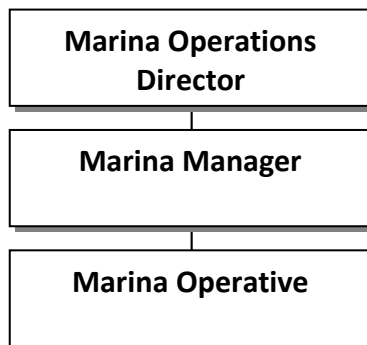
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This is intended as a general indication of the main responsibilities of the job and does not include detailed instructions as to how the tasks are undertaken.

**JOB PURPOSE**

To carry out the various duties needed to operate and maintain marina services. Maintain the hire fleet and other managed craft to maximise the life of boats and equipment, and to minimise mechanical failures. Instruct customers in the safe operation of the boat, its equipment and the use of the inland waterways system. To undertake varied works on boats and equipment for private customers.

**ORGANISATION CHART**





## **NATURE AND SCOPE**

ABC Leisure Group Ltd are leading operators of marina and boat repair facilities, boat building and narrowboat hire fleets. The role of the Marina Operative is to support these 7 day a week operations by undertaking varied marina duties, the maintenance of the site and facilities, and boats and equipment. Marina Operatives may be required to provide cover for breakdowns on a rota basis both in and out of normal working hours.

Marina Operatives will often be at the front line representing the company when dealing directly with customers on handovers, call outs and other marina activities. The job is varied requiring flexible working and the ability to work on own initiative with minimal supervision.

## **MAIN ACCOUNTABILITIES**

1. General maintenance, servicing and repair of marina and boats including painting, varnishing, cleaning, and carpentry.
2. The maintenance and operation of shore based installations and equipment including pump out facilities, vending of water, diesel and LPG gas cylinders.
3. The demonstration of, and instruction on, the safe use and handling of both boats and equipment to customers.
4. Undertake any other duties, within the scope of the job, as directed by line management to maintain the efficient working of the Business.

## **EMPLOYEE SPECIFICATION**

- The ability to demonstrate competence in the Marina Operative core skills.
- The ability to complete forms and records legibly.
- Prepared to wear and maintain company uniform.
- Good interpersonal and verbal communication skills with the ability to deal with customers in sometime stressful situations.
- Prepared to work flexibly as part of a small team (Weekend working required).
- Prepared to undertake training to develop technical skills and knowledge of the local canal network and industry.
- Organised and able to work on own initiative with minimal supervision.
- Geographic knowledge of the local canal network.
- Supply and maintain in safe condition own hand tools required to carry out tasks.
- Undertake customer care training and if required hold a RYA Helmsman certificate and a current UK driving licence (minimum Category B).