

JOB DESCRIPTION

JOB TITLE: Seasonal River Hand

REPORTING TO: Harbour Master and Deputy Harbour Master

HOURS: Variable but are likely to be 40 hours per week including weekend working. The season is from 01.05.19 – 30.09.19

LOCATION: Beaulieu River

Objectives: To perform a range of duties in order to assist the Harbour Master and in the operation of the Beaulieu River including the Marina at Buckler's Hard in a safe and efficient manner.

Main Duties:

- To ensure high standards of service to Berth Holders, Mooring Holders and Visitors is maintained.
- To ensure that Beaulieu River Health & Safety procedures are complied with by both customers and River Hand personally.
- To collect Harbour dues from Visitors to both Marina and River.
- To ensure money collected is cashed up and balanced at the end of each working day.
- To serve fuel as required from the fuel pontoon.
- To operate the Water Taxi
- To ensure working boats are regularly cleaned and fuelled up.
- To undertake maintenance work as directed by the Harbour Master or Assistant Harbour Masters.
- To undertake regular inspections of car parks, skip compound, and toilets.
- To answer phone enquiries concerning bookings for visitors and tidal information.
- To undertake any other reasonable task as requested.
- To work a shift pattern that will include some evenings and weekends (normally up to 21.00 hrs)

- No holidays may be taken from June to September
- To assist customers when on desk enquiries.
- To undertake any other duties as requested by the Harbour Master.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications	GCSE or equivalent Powerboat RYA Level 2 VHF Licence First Aid	
Experience	Knowledge of boats, line handling and use of knots	Dealing with the general public Cash Handling
Skills & Knowledge		