

Job description

Job title: Harbour Assistant
Grade: Grade 8
Job evaluation reference: NE262
Job family: Natural Environment

Purpose and impact

1. Under the direction of the Harbour Master or Assistant Harbour Master, the Harbour Assistant will assist with the day-to-day harbour operations and maintenance activities.

Key responsibilities

2. Assisting in the arrival and departure of visiting vessels that utilise the harbour. Such assistance to include taking lines, issuing advice and directing as to where they can moor.
3. Collecting appropriate harbour charges for use of all harbour facilities, including slipway fees, annual launch permits, visitors harbour dues, trailer parking etc.
4. Controlling and managing vehicular traffic movements and parking arrangements on the harbour area, as directed by the Harbour Master or Assistant Harbour Master.
5. Assisting the Harbour Master or Assistant Harbour Master to enforce Byelaws and harbour rules.
6. Maintaining lines of communication in the absence of the Harbour Master or Assistant Harbour Master, i.e. taking telephone enquiries, handling VHF traffic as required. Staffing the Harbour Office as and when required.
7. Attending the Harbour outside of normal working hours to assist during emergencies and bad weather including assistance in the recovery of boats or vehicles, etc when necessary.
8. Liaise independently when required with external bodies such as emergency services (e.g., RNLI, Coastguard) and contractors, ensuring effective communication and collaboration during operational tasks and emergencies.
9. Dealing directly with Harbour users and members of the public with regard to the use of marine and Harbour services and reporting appropriate matters to the Harbour Master.
10. Handle customer disputes and enforcement of harbour regulations with diplomacy and discretion, maintaining positive relationships, and reporting appropriate matters to the Harbour Master.
11. Duties will include the cleaning of slipways, steps and walkways.
12. Inspecting and servicing Lifebuoys and boxes, together with associated ropes and fittings as well as routine maintenance of harbour estate to include replacing ground chains and painting. Reporting any defects.
13. Operate harbour launch as required (if qualified) performing routine daily maintenance.
14. Driving harbour vehicles as required when on duty. Vehicles must only be driven by persons holding a current driving licence.



15. Completing basic notes or such paperwork as may be necessary, including the harbour logbook.
16. Assisting in all matters relating to maritime events as and when required.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Harbour Master

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria: you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. Understanding of the general workings of the marine industry ashore	Application form
Experience	
2. The practices of good seamanship	Application form
3. Independent operational decision-making, particularly in maritime environments	Application form
Knowledge	
4. Understanding of the importance of customer care and equalities	Application form Interview Assessment
5. Understanding of small boats and basic ship requirements	Application form Interview Assessment
Skills and abilities	
6. Ability to deal tactfully and diplomatically with people of all ages and backgrounds	Interview Assessment
7. Ability to independently assess and respond to dynamic situations, and apply creative problem-solving	Interview Assessment
8. Ability to manage and coordinate relationships with external stakeholders such as emergency services, contractors, and harbour users	Interview Assessment
9. Ability to work on own initiative without close supervision	Interview Assessment
10. Ability to organise and prioritise own work	Interview Assessment
11. Ability to deal with conflict situations with tact and diplomacy	Interview Assessment
Our values	
12. Respect	Interview Assessment



13. Together	Interview Assessment
14. Accountability	Interview Assessment
15. Openness	Interview Assessment
16. Curiosity	Interview Assessment
Other	
17. Ability to carry out the physical requirements of the role, (i.e. Manual handling)	Application form
18. Flexible approach to working hours – candidate will be required to work weekends and Bank Holidays and there will be extended summer working hours	Application form
19. Ability to fulfil the travel requirements of the role	Application form

Approval

Manager's job title: Harbour Master

Date: October 2024

