

Job description

Job title:	Moorings Officer
Grade:	Grade 6
Job evaluation reference:	NE266
Job family:	Natural Environment

Purpose and impact

1. Provide a professional and first-rate service to customers of the Dorset Council Harbours of Bridport (West Bay), Lyme Regis and Weymouth (as applicable).
2. Oversee the booking of all visiting leisure craft. Take an active approach to maximise berth occupancy and income.
3. Maintain records and process financial documentation.

Key responsibilities

4. Provide a professional and first rate service to harbour customers. Meet and greet customers, discuss and action their many and varied requests. Make sure that all callers receive the highest standards of customer care.
5. Handle a high volume of telephone calls and email correspondence, ensuring that customers receive the highest standard of care and advice.
6. Administer the process of letting berths for visiting craft and their crew. Offering suitable berths, taking into account the size and type of craft and weather conditions.
7. Processing all documentation relating to the allocation of a berth.
8. Processing financial documentation, taking payments over the phone or face to face using a till.
9. Maximise berth occupancy to generate the highest return on fees for space available.
10. Oversee the operation of the slipway and manage the online booking system, checking and authorising permits.
11. Provide office services to include updating and maintaining the customer database, checking of documentation, maintenance of a filing system, creating and maintaining spreadsheets, analysing feedback and statistics.
12. Correspondence in the form of letters and emails.
13. Provide assistance for lifting of the Town Bridge (Weymouth Harbour only).
14. Support other harbour office functions as 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 Office Manager (Weymouth Harbour)
Harbour Master (Bridport and Lyme Regis Harbours)

Other factors

15. The post holder is mainly office based but some of the tasks require a presence outside in any weather on the harbour's pontoons, or in a boat. At Weymouth



Harbour, the post holder will also work outside as a safety number for Town Bridge operations.

16. Shifts include evening, weekend and bank holiday working.

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 and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. 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. Minimum of 5 GCSEs grade C or above including English and Mathematics, or equivalent ability	Application form
2. Good standard of keyboard, numeracy and written literacy skills	Application form
Experience	
3. Significant experience in an administrative role, using computerised systems	Application form
4. Experience of using a range of IT systems, including Word, Excel, email and databases	Application form
5. Experience in producing and managing financial documentation	Application form
6. Significant experience of customer care	Application form
7. Experience of producing documents to a high-quality standard	Application form
Knowledge	
8. Proven effective knowledge of office practice and administrative procedures	Application form Interview Assessment
9. Knowledge of a range of IT systems, including Word, Excel, email and databases	Application form Interview Assessment
10. Knowledge and understanding of financial processes	Application form Interview Assessment
11. Knowledge of best practice in relation to customer care	Application form Interview Assessment
12. Knowledge and understanding of maritime terminology	Application form Interview Assessment
13. Knowledge of and ability to apply confidentiality to all information handled	Application form Interview Assessment
Skills and abilities	
14. Excellent IT skills including accurate keyboard skills	Interview Assessment
15. Ability to communicate effectively, orally and in writing	Interview Assessment
16. Good written / spoken English	Interview Assessment
17. Able to demonstrate tact and sensitivity when dealing with customers	Interview Assessment



18. Ability to organise own workload effectively, prioritising tasks and working to defined deadlines	Interview Assessment
Our values	
19. Respect	Interview Assessment
20. Together	Interview Assessment
21. Accountability	Interview Assessment
22. Openness	Interview Assessment
23. Curiosity	Interview Assessment
Other	
24. Ability to be flexible with an adaptable approach to work	Application form
25. Ability to attend occasional boat shows at weekends	Application form
26. Able to provide a supportive working environment to colleagues	Application form
27. Able to undertake training as required	Application form
28. Ability to work on a rota basis, including weekend shifts, bank holidays and other unsociable hours	Application form

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
29. ECDL or equivalent IT qualification	Application form
30. NVQ 3 or equivalent in Customer Care	Application form
Experience	
31. Experience of working in customer care	Application form
32. Experience of financial administration	Application form
33. Experience of working in a marine environment	Application form
34. Experience of sailing / boating in either a work or leisure environment including sailing or powerboat qualifications	Application form
Knowledge	
35. Understanding the work of local authorities	Application form Interview Assessment
36. Understanding of policy, legislation and developments in the field of work relevant to the function	Application form Interview Assessment

Approval

Manager's job title: Dorset Council Harbours Manager & Weymouth Harbour Master

Date: Updated April 2026



Dorset
Council

