

Job title	Marina Chandlery Assistant
Team	Marine
Reports to	Marina Manager
Location	Shoreham Port Estate
Remote Working	A

Role Summary
To pro-actively support the Marina Manager with the management of the leisure marinas owned by Shoreham Port and running the Chandlery Retail Unit at Lady Bee Marina.
Key tasks and responsibilities
<p><b>Marinas</b></p> <ul style="list-style-type: none"> <li>• Pro-actively support the day-to-day management of Lady Bee Marina, Fishersgate Marina and Aldrington Marina where our leisure customers dock their vessels ensuring a first-class marina service is provided and customer needs are met.</li> <li>• Operate the Harbour Assist (marina asset management system) ensuring that this is kept up-to-date and accurate so that the Port meets its obligations under the Port Marine Safety Code (PMSC)</li> <li>• Carrying out general maintenance duties around the Port Estate such as maintain the pontoons, ensure that the shower blocks are fit for purpose and maintaining lifesaving apparatus.</li> <li>• Taking visitor booking and informing Shoreham Harbour Radio of the arrivals so that they are permitted entry into the Port to take their allocated berth.</li> <li>• Take berth electricity meter readings for re-charge purposes and collect CAT1 food waste when required and dispose of this in-line with current legislation.</li> <li>• Welcoming all visitors and berth holders providing site orientation service including toilet, showers, waste facilities and local amenities are situated.</li> <li>• Oversee the timely and accurate collection of mooring fees and harbour dues.</li> <li>• Allocating suitable berths for permanent berth holders considering sufficient under keel clearance and adequate berth size</li> <li>• To deal with any queries from visiting vessels or berth holders in a timely manner using an appropriate communication channel</li> <li>• Conduct safety inspections in line with the Port's Health &amp; Safety operating procedures.</li> <li>• Any other duties as directed.</li> </ul> <p><b>Chandlery Shop</b></p> <ul style="list-style-type: none"> <li>• In conjunction with the Marina Manager ensure the daily opening and closing of the Chandlery Retail Unit including the accurate reconciliation of the cash till/card receipts making sure you follow the cash operating procedures</li> <li>• Provide a first-class customer experience to all leisure customers using the Chandlery retail unit aiming to resolve all queries first-time and if not possible, provide follow-up within reasonable timeframes.</li> </ul>

- Maintain a detailed stock inventory for the Chandlery ensuring regular review and annual stocktake.
- Prepare orders for collection ensuring customer expectations regarding collection dates are pro-actively managed.
- Any other duties as directed.

## Key skills/Person specification

- Local knowledge of Shoreham Port.
- A basic knowledge of the Port Marine Safety Code.
- Actively contribute to the transition and ongoing development of the Chandlery retail unit
- Proven track record of delivering great customer service.
- Good interpersonal, oral, and written communication skills.
- Sound general maintenance skills.
- Appointed First Aid trained.

## Health & Safety – all home safe and well daily

- Highlight unsafe behaviours and conditions to ensure we **all go home safe and well daily**.
- Follow the training and guidance provided and only undertake tasks you are competent to do.
- Ensure you understand the processes you are asked to follow.
- Ensure you understand how to use any equipment provided, how to store/maintain it and when to raise an issue with it.
- Actively participate in your team, making suggestions on how we can improve the way we work.
- Report all accidents and near misses so they can be investigated and acted upon.

## Our Values

