

# Bembridge Harbour Authority



## Seasonal Berthing Office Reception/Admin 2019

### Hours of work, including some weekends:

Rota based shifts between 0800 and 1800 (plus flexibility to work outside regular hours during 3 x event weekends). Up to 40 hours per week or job share of up to 20 hours per week.

### Job Description:

Based at Bembridge Harbour Berthing Office, Duver Marina, The Duver, St Helens, Isle of Wight PO33 1YB

Bembridge Harbour operates 7 days a week and is run by a small inclusive team. There is an expectation of interchanging roles within the daily operation of the Harbour, and at times Bembridge Boat Storage, and staff must be willing to adapt to the job in hand. We pride ourselves on exceptional customer service, maintaining a friendly, efficient, professional approach at all times, and a willingness to "go the extra mile".

**The priority of all Harbour Staff at all times is the safety of staff and Harbour users and the safe and efficient running of the Harbour. BHA is committed to compliance with the Port Marine Safety Code (PMSC) and operates a Safety Management System, the requirements of which all staff members must be familiar with.**

Seasonal staff members report to the Operations & Safety Manager and Senior Berthing Masters.

### Skills required:

- This is a "front of house" role needing excellent customer service, both face to face and on the telephone
- Computer literate and good knowledge of IT
- Good numeracy skills
- Team player with good social skills and professional pride
- Ability to use own initiative and to work under pressure
- Own transport needed
- Clean driving licence to enable use of company vehicle is desirable
- Knowledge of local area advantageous

### Primary Responsibilities:

- Front of house in the combined Berthing Office and Galley Locker (small provisions outlet)
- Taking bookings and fees from Harbour clients
- Galley Locker - selling, restocking, record keeping, maintaining etc
- Dealing with any customer queries
- General tasks as allocated by the senior team
- Attending regular staff meetings as required
- Attending relevant training and development of knowledge and skills as required

### In-house training given

**Dress code:** BHA provides logoed polo shirts and sweatshirts which should be worn when on duty. Gilets and jackets are available. Staff to provide black, navy, white or cream plain trousers, or in hot weather plain shorts (knee length only) - no jeans or leggings. Suitable boat friendly footwear - no flipflops. A smile to be worn at all times!!

Trading/Registered Office: Bembridge Harbour Improvements Company Limited  
Harbour Office, The Duver, St Helens, Isle of Wight PO33 1YB

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