# Job Description and Person Specification

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| Job title | Seasonal Harbour Attendant (evening cover) |
| Strategic team/Directorate | Place |
| Service | Tor Bay Harbour Authority |
| Business unit | Business Services |
| Responsible to (day to day issues) | Deputy Harbour Master (Torquay) |
| Accountable to (line manager) | Deputy Harbour Master (Torquay) |
| Salary grade (spinal column points only) | Grade D |
| JE ref | JOT185B |

# 1. Key purpose of job

1.1 Under the direction of the Deputy or Assistant Harbour Master and other full-time staff the Seasonal Harbour Attendant will assist with a range of day to day harbour operations as required.

# 2. Anticipated outcomes of post

2.1 A professional and efficient service provision to customers, visitors and members of the public across all harbour locations.

# 3. List key duties and accountabilities of the post

3.1. Assisting in the arrival and departure of visiting vessels which utilise the pontoons or quayside berths. Such assistance to include taking lines, issuing advice and directing skippers as to where they can berth following instructions from one of the Harbour Assistants.

3.2. Collecting appropriate harbour charges for use of all harbour facilities, including slipway fees, annual launch permits, visitor’s harbour dues, annual moorings, trailer parking etc.

3.3. Assisting where required in controlling and managing vehicular traffic movements and parking arrangements on the Harbour Estates, as directed by the duty Harbour Master or Deputy.

3.4. Controlling and managing the Torquay inner harbour bridge and cill where necessary, as directed.

3.5. Assisting in maintaining lines of communication i.e. taking telephone enquiries, handling VHF traffic on Channel 14 (Harbours working frequency) where necessary, using a walkie-talkie radio as required.

3.6. Dealing directly with Harbour users and members of the public with regard to the use of Harbour services and facilities, reporting appropriate matters to the Harbour Masters

3.7. Completing basic notes or such paperwork as may sometimes be necessary, including the harbour log book. Operate basic IT functions including electronic tills, etc.

3.8. Assisting in all matters relating to maritime events as and when required as directed by the Deputy or Assistant Harbour Master.

# 4. Budgetary/Financial Responsibilities of the post

4.1. Collecting income from harbour charges both cash and card.

4.2. Operating electronic till and credit/debit card payments

# 5. Supervision/Line Management Responsibilities of the post

5.1 None

# 6. Working environment and conditions of the post

6.1. Harbour environment, predominantly outdoor.

6.2. Some office cover

# 7. Physical demands of the post

7.1. Pushing and pulling boat either in the water or on trailers

7.2. General manual handling

# 8. Specific resources used by the post

8.1. Operation of harbour bridge/cill

8.2. Use of some Torbay Harbour Authority Vehicles

# 9. Key contacts and relationships

**External**

Harbour users and general public

**Internal**

Harbour staff and council workers

# 10. Other duties

To undertake additional duties as required, commensurate with the level of the job.

# Other Information

* All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
* The Council operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Council's buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and Council vehicles. The Council does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement.
* The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.
* The post-holder must comply with the Council’s Health and Safety requirements as outlined in the H&S policy appropriate to the role.
* This post is office based at **Torquay Harbour** but the post holder may be required to move their base to any other location within the Council at a future date.
* The post-holder must be committed to the Council’s Core Values for employees – “Torbay Council employees are committed to being forward thinking, people orientated and adaptable - always with integrity”. Evidence will be sought during the probation and appraisal processes.
* You will be asked to complete a Criminal Records Self Declaration Form. Criminal convictions will only be taken into account when they are relevant to the post. You will only be asked to disclose ‘unspent’ convictions.
* Torbay Council is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo the checks appropriate to the post applied for.
* As this post meets the requirements of the Immigration Act 2017 (part 7) the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post.

# Person Specification

## Note for Candidate

### All Candidates

The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.

In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.

### Candidates who consider that they have a disability

Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.

If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.

Where ever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.

If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.

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## Skills and effectiveness

### Essential skills and effectiveness

1. Ability to demonstrate a high level of customer care using effective communication skills.
2. Ability to deal tactfully and diplomatically with people of all ages and backgrounds when using effective communication skills.
3. Ability to work effectively on own initiative without close supervision to achieve successful completion of duties.
4. Ability to deal effectively with conflict situations with tact and diplomacy skills when required.
5. Ability to work effectively as part of a team to achieve successful completion of duties.
6. Ability to demonstrate a flexible approach to working hours – candidate will be required to work weekends and Bank Holidays and possible extended summer working hours.
7. Ability to present information accurately in a clear, concise manner, which the reader will be able to understand.
8. Ability to understand instructions and effectively carry out such instructions successfully.
9. Proven ability with cash handling with effective mathematical skills.

As this post meets the requirements of the Immigration Act 2016 (part 7), the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post

### Desirable skills and effectiveness

1.

## Knowledge

### Essential knowledge

1. Basic knowledge of PC/IT systems

2. Knowledge and understanding of how to use VHF communications

### Desirable knowledge

1. Possess a basic knowledge and understanding of Harbour operations

## Experience and achievements

### Essential experience and achievements

1. Cash handling

2. Customer care / public relations

3. Previous harbour work

### Desirable experience and achievements

1.

## Qualifications/professional memberships

### Essential qualifications/professional memberships

1. Basic GCSE in Math & English or equivalent

2. Short Range VHF Radio Certificate of Competence.

### Desirable qualifications/professional memberships

1.

## Essential – Other requirements of the job role

1. Demonstrates a commitment to safeguard and promote the welfare of children and young people

* Ability to accommodate unsociable hours
* Ability to accommodate shift patterns
* Ability to accommodate on-call working