

Job Description

Job title: Full time Boat Operator

Department: Boating

Responsibilities: To provide a safe and efficient transport link between St Michael's Mount and the mainland, assisting in all servicing and maintenance of the fleet of boats, the St Michael amphibious craft and road vehicles. Ensuring at all times, a good level of customer service is maintained.

Reports to: Head Boatman

Principal purpose
of role

Boating Service

- To safely and efficiently operate a ticketed ferry boat service.
- To assist with vehicular transportation and deliveries when the causeway is open.
- To provide outstanding customer service to all visitors at all times.
- To be flexible according to the working rota, as stated by your Line Manager and/or work load.

Training

- To undertake the training of becoming a lone Boat Operator, giving all training the required focus and making the most of training opportunities to develop.

Vehicle Duties

- To be able to follow strict guidelines with vehicle usage.
- To be aware of the driving/vehicle policy, drive with a courteous manner on the island, causeway and beach.
- To be available for emergency transport.

Maintenance

- To work in your skilled area sharing knowledge with the department and to learn from others.
- To be able to carry out mechanical repairs to all vessels.
- To be able to record and produce record sheets of all tasks carried out on any vessel whether in repair or annual servicing.
- To assist with the maintenance of the landings and causeway including work, out of hours.

Customer Service	<ul style="list-style-type: none"> • To ensure every visitor to St Michael's Mount is warmly welcomed, has an excellent experience and receives a fond farewell with an invitation to return. • To learn and maintain a good level of knowledge regarding the history and stories of St Michael's Mount. • To be aware of all the services provided on the island, assisting visitors wherever possible or know how to find out. • To wear the correct, provided, uniform and be of smart appearance. • Be an ambassador for St Michael's Mount and St Aubyn Estates.
Health and safety	<ul style="list-style-type: none"> • To be vigilant of health and safety and know how to report concerns. • To have good knowledge of all Island emergency procedures. • To act promptly in an emergency or as a first aider if required. • To wear and maintain all PPE provided.
Vision and values	<ul style="list-style-type: none"> • To be aware of the company's vision and understand your role as part of a team in aiming to the future to achieve it. • To know the company's values and uphold them at all times whilst at work.
Other	<ul style="list-style-type: none"> • To be mindful that this position is truly multi-disciplinary and will involve many and varied duties such as delivering stores for the catering and retail outlets, transporting island residents and any other duty reasonably requested to ensure the continued smooth running of the island. • Any other tasks which are reasonably requested, for the better performance of your duties or for the achievement of our vision.