



Join the boatfolk crew

# Marina Host – Portland Marina

## About us

Here at boatfolk we share a passion for boating and getting people out on the water. As part of the UK leisure industry, we operate 11 marinas at locations in England, Scotland, Wales, and Northern Ireland. But we're about so much more than just marinas, whether it's our on-site yacht brokers, boat repairs services or hospitality offerings everything we do is about delivering the best possible experience for our boatfolk community.

To deliver that mission, we are looking for enthusiastic people who are passionate about the water, who love what they do and who will actively engage with our company values to drive constant improvement in the experience received by our customers and create inclusive places and communities where people can give boating a go.

When you join boatfolk you become part of a crew that care, not just about doing a great job but making a positive long-lasting impact. Whether it be through sustainability initiatives that challenge the boating industry or encouraging youth participation to welcome the next generation of boaters onboard. At boatfolk you're never short of opportunities to make a difference.

<b>Working Hours</b>	Average 30 hours per week
<b>Reporting To</b>	Regional Customer Service Manager
<b>Pay</b>	£11.50 per hour
<b>Application deadline</b>	21/04/2024

Our values inform our decisions and guide our behaviours, reflecting how our business operates in the communities we are part of. They are our promises to ourselves, to our customers and to each other and they are expected of everyone across our business, regardless of the position they hold.

## Our values

<b>DETAIL</b>	We focus on doing things right for our customers.
<b>EXPERIENCE</b>	Going beyond good service to put customers at the centre of all we do.
<b>CARE</b>	We care about each other, our customers and the environment.
<b>COMMUNITY</b>	We actively create inclusive places to bring people together.
<b>CHALLENGE</b>	Be fearless, give it a go!

CHALLENGE  
DETAIL  
EXPERIENCE  
CARE  
COMMUNITY

## Portland Marina

One of the largest marinas in the boatfolk group, Portland marina is a true one-stop-shop for boaters with wet berthing, dry stack, fuel berth and fully serviced yard. We strive to meet our customer's every need with our boatcare repair and maintenance team, boatpoint brokerage for boat sales and our restaurants, 'The Kitchen', a year-round homely cafe/restaurant, and 'Salt', a seasonal venue with a vibrant, festival-like atmosphere. Our commitment to local, sustainable cuisine and a diverse dining experience is central to our ethos. Portland marina is the perfect place to quench your thirst at the end of a long day on the water! With a warm and welcoming crew and a vibrant boating community, we bring together boaters from all walks of life.

Our backdrop is the historic Portland Harbour, once an important naval base and the home of Team GB's sailors, with views out over the Purbeck hills and UNESCO World Heritage Jurassic Coast. The perfect launch point for seafaring adventures big and small.

## Role purpose

The Marina Host is responsible for engaging with all customer focused activities for the Marina, covering various functions including; berthing, sales, maintenance and repairs, lifting, dry stack, hospitality and subscription services.

## Key responsibilities

- Meet and greet customers, ensuring they receive a warm welcome in the marina reception, giving excellent customer care and service.
- Ensuring the customer journey across departments and activities is coordinated effectively. This involves booking and processing customer requirements with the relevant team(s), ensuring transitions between the different business units is carried out in a seamless way.
- Actively promote all boatfolk group products to customers, including hospitality, boatcare, boatpoint, beyonder and berthing.
- Ensuring the Marina Reception is kept presentable at all times.
- To generate customer invoices for standard services using a set tariff including lifting, storage, berthing & visitor berthing and follow up on overdue accounts. Sending reminders for payment and escalating to Central Support for debtors who are 60 days overdue.
- Provide contracts for berthing customers as required.
- To undertake any other tasks as directed for the benefit of the business.

## Core Competencies

- Health and safety awareness and the ability to work within the company health and safety policy.
- A friendly and supportive team player with a positive mindset, 'can do' and flexible approach.
- Excellent people skills and the ability to be polite, engaged and professional under all circumstances.
- Excellent listening, verbal and written communication skills.
- Accurate with attention to detail at all times.
- You must be confident using computers and with training able to use our business software packages, used daily for administration and customer communication.

## Working Hours and Environment

The working hours are an average of 30 hours per week with some weekend working. The role will be for an initial 6-month fixed-term period with the potential to become permanent for the right candidate.

## Benefits for you

- Competitive salary
- Full time equivalent of 29 days' annual leave (including bank holidays) on a pro-rata basis.
- Employee benefits including a Health Cash Plan, Cycle to Work scheme, Employee Assistance Programme and Life Insurance.
- Discounts on boatolk bars, restaurants and hotels.
- Discounts on berthing and boat sales.
- Contributory pension scheme.
- On-the-job and other development and training.
- Friendly and dynamic team working environment.
- Free car parking.

To apply please forward your CV along with a covering letter to Jon Eads, Regional General Manager at [JonE@boatfolk.co.uk](mailto:JonE@boatfolk.co.uk) and Sarah Killingbeck, Regional Customer Services Manager, at [sarahk@boatfolk.co.uk](mailto:sarahk@boatfolk.co.uk).