



SENIOR HARBOUR OPERATIVE JOB DESCRIPTION

Reports to

Deputy General Manager

Direct Reports

Harbour Operatives

Working pattern

Full-time working five shifts per week which could include weekends and nights. (To meet business needs)

Main objective

To ensure the smooth operational running, safety, security and maintenance of Folkestone Harbour & Seafront, ensuring a good customer experience for visitors and residents and play an integral role in our ongoing mission to reinvent the English seaside experience.

Main duties

1. Ensuring the smooth operational running, safety, security and maintenance of all aspects of day-to-day site operations.
2. Work closely with the Deputy General Manager and Operations Manager to ensure a safe, compliant, well maintained and operationally successful site.
3. Ensure Safety always remains our number one priority. Making us a safe attraction for our visitors and team alike.
4. To deliver the maintenance programmes of Folkestone Harbour and Seafront.
5. Work closely with the Works & Maintenance Supervisor to ensure successful completion of maintenance, works and projects.
6. Manage the Harbour Operative Team, who are onsite 24/7 carrying out operational, maintenance and security tasks.
7. Ensure Harbour Operatives are fully inducted, trained and coached to enable them to successfully carry out their role.
8. Ensure the Harbour Operative duty rota is covered.
9. Carry out Harbour Operative shifts as required, either to monitor standards, complete training or cover the rota.
10. Working closely with the H&S Competent Person consultant to implement and develop the health & safety standards of the site.



11. Work closely with the Operations Manager to ensure the successful operation of the ANPR Car Park.
12. Work closely with the Operations Manager and Experience Manager to deliver operational excellence to ensure a successful visitor experience for all.
13. Have responsibility for the operation of the Harbour vessel.
14. Work closely with the Harbour Administrator to ensure the successful operations of the Harbour.
15. Ensure compliance with the Oil Spill Response Plan.
16. Assist with berthing, loading and launching of vessels, including commercial, leisure and water sports, as directed and following training.
17. Work closely with the Operations Manager and Experience Manager to deliver operational success of the animations programme.
18. Work closely with the Experience Manager to operationally support in the delivery and management of all events and animations, including the risk assessment process, setup, hosting and clear-down.
19. Propose and implement continuous improvements to operations, safety and security and the visitor experience.
20. Collaborate closely with all other employees to ensure operational, safety and security excellence for the site.
21. Carry out visual inspections of the site throughout each shift, recording and reporting any problems promptly and helping prevent or fix problems as needed.
22. Checking safety equipment and assessing the potential impact of weather conditions.
23. Comply with all Harbour safety policies and procedures, both on a routine basis and in the case of any emergency.
24. Stay aware of the safety and security of the harbour, using CCTV and personal walk-about and visual inspections.
25. Ensure all contractors working on site are properly briefed and comply with the necessary risk assessments and method statements.
26. Assist with all general maintenance tasks and ensure that they are completed to a satisfactory level.
27. Carry out cleaning tasks on a regular basis and as needed, such as cleaning steps, slipways, walkways and removing waste and any spills. Assist with rubbish collection and disposal.
28. Manage the general security of the site on a 24/7 basis across different security requirement types from when Folkestone Harbour & Seafront is extremely busy with the public on high days to the silent hours.
29. Complete estate services tasks as required and ensure Harbour Operatives support Estate Services, working closely with the Estate Administrator and Estate Services Operations.



30. Ensure all areas of Folkestone Harbour and Seafront are presented to the highest possible standards.
31. Assist with and make recommendations for setting up new systems/procedures for managing and operating Folkestone Harbour and Seafront.
32. Stay aware of the safety and security of the site, using personal walk-about and visual inspections.
33. Comply with all health & safety policies and procedures, both on a routine basis and in the case of any emergency.
34. When assigned to take instructions from the Deputy General Manager for detailed tasking.
35. Undertake work-related training and maintain qualifications as directed.
36. Create and complete reports as required.
37. Attend meetings as required.
38. Complete any other task reasonably associated with the role as requested by Management.

The description above is intended to describe the general nature and level of work being performed by the job holder. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

We reserve the right to change, modify or cancel any of the above or items in line with business needs.

Signed:

Print Name:

Date:

**SENIOR HARBOUR OPERATIVE
PERSON SPECIFICATION**

	Essential	Desirable
EXPERIENCE & PERFORMANCE		
Experience in proactive and positive customer service	✓	
Experience of applying up to date health and safety knowledge in the workplace, with a good safety record	✓	
Evidence of good work performance in current and recent roles	✓	
Experience of helping users and visitors in a working harbour		✓
Experience of berthing and launching vessels, including yachts and PWCs		✓
Experience of working in a security role or environment that requires security tasks		✓
Experience of successfully carrying out a broad range of repairs and maintenance tasks		✓
Experience of using works vehicles, equipment and tools		✓
SKILLS		
Excellent verbal communication and interpersonal skills	✓	
Maintains enthusiasm and motivation when working alone or as part of a team	✓	
Able to explain safety procedures to people ranging from experts to novices	✓	
Able to absorb and relay detailed information	✓	
Able to manually handle light to medium-weight loads	✓	
Able to turn hand to multiple repairs and maintenance tasks	✓	
KNOWLEDGE		
Understanding of the day-to-day activities that take place at Folkestone Harbour & Seafront	✓	
IT understanding: Ability to complete web-based forms on a tablet device or similar, and confidently use email system	✓	
IT understanding: Ability to confidently use Word and Excel	✓	
ATTRIBUTES		
Positive attitude to new ways of working, with a record of responding flexibly to ad hoc requests and organisational change	✓	
Pride in helping others	✓	

Enthusiasm for leisure users and visitors accessing a working harbour	✓	
Hard working, with a good disciplinary record	✓	
Reliable & trustworthy, with good attendance and timekeeping records	✓	
Willing to undertake ongoing professional development, with a view to maximise future potential at work	✓	
Willing and able to undertake training and obtain and maintain an SIA Licence	✓	
Allrounder able to successfully complete multiple varied job tasks	✓	
Professionally presented personal appearance at all times	✓	

QUALIFICATIONS		
Oil spill response training to at least MCA Oil Spill Operator Level 2/2P but ideally Level 4/4P or able to gain and maintain the qualification	✓	
Forklift operator license suitable for a working harbour, or equivalent and any other works equipment licences		✓
SIA licence, or able to gain and maintain the licence	✓	
First Aid qualification or able to gain and maintain the qualification	✓	
Driving Licence, and able to maintain a valid driving licence allowing use of company vehicles on and off site	✓	
RYA Level 2 Power Boat Handling or able to gain and maintain the qualification	✓	