



March 2024

## Seasonal, Part-Time Receptionist. Cowes Harbour Shepards Marina.

### About Cowes Harbour Commission

Cowes Harbour Commission is the Statutory Harbour Authority for Cowes on the Isle of Wight. Cowes is the Islands major port seeing a wide variety of commercial shipping, vehicle, passenger and highspeed ferry movements. Playing a major role in the world of yacht racing and pleasure sailing, Cowes sees huge number and wide variety of resident and visitor pleasure boats each year.

Cowes Harbour is a Trust Port, meaning we have no shareholders or other owners, but we are managed for the benefit of our users, known as stakeholders. The commission receives no funding from local or national government. Self-funded, money is raised through harbour dues and our commercial activities such as Kingston Boatyard, Shepards Marina, moorings on the river Medina, fuel barge and commercial contract work carried out by our afloat team.

As a publicly accountable body, the Commission strives to ensure that it maintains proper standards of safety, transparency, accountability, integrity, and honesty while always supporting and encouraging the local community.

### About the Role

Shepards Marina is a busy resident and visitor marina and dry sailing centre in Cowes. We provide berths afloat for yachts and motorboats and lift and launch service for keelboats, RTBs and small powerboats. The marina admin team act as the face of the marina to sailors, boat owners and potential customers to provide a diligent and efficient transition from enquiry to booking.

### Key Responsibilities

As part of the marina admin team, you will:

- Act as the first point of contact for visitors, customers and telephone enquiries, providing an engaging and efficient customer experience for a variety of customers, partners and local businesses.
- Process marina bookings using our bespoke harbour software.
- Process cash and card transactions.

The role requires a minimum commitment of 2 days out of 7 per week until the end of October, possibly longer. The shift patterns include weekends, 7.5 hours a day, to cover the marina office opening hours of 8am to 7pm. Flexibility to cover holidays and sickness absence is a requirement, which may involve working up to 5 days per week on occasion.



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## About You

You'll need to be a good team player, flexible and self-motivated, and be happy to deliver the highest levels of customer service. Knowledge of Cowes and an understanding of boats would be an advantage, but not essential.

## Core Competencies

We're looking for someone with:

- Good verbal and written communication skills
- Computer literacy
- Available to work weekends and to cover staff absence.
- Strong numeracy skills

## General Information

This is part-time, seasonal position. Given the nature of the role, some flexibility will be required during peak times including weekends and Bank Holidays with sufficient prior notice.

- Based at Shepards Marina in Cowes
- 15 hours per week
- Competitive pay

## What to do next

Thank you for your interest in our vacancy. For an informal chat to answer any questions you might have please speak to Jock Rafferty on 01983 297821

If you're interested in making an application, please send an up-to-date CV to [msm.chc@cowes.co.uk](mailto:msm.chc@cowes.co.uk) by midnight on Friday 22 March 2024.