



## Job Description

<b>Job Title:</b>	Dry Stack Team Manager
<b>Location:</b>	Trafalgar Wharf
<b>Reports to:</b>	General Manager

**Company Vision:** To be the benchmark within our industry for ease of access and hassle-free experience, innovation and best practice". Achieving this through a happy team, happy customers, happy suppliers and a happy company.

*"People will forget what you said, people will forget what you did, but people will never forget how you made them feel."*

### **JOB PURPOSE:**

The Dry Stack Team Manager is a hands on role that sits within the operational team that are responsible for the efficient and safe running of this 7 day a week Dry Stack Operation at Trafalgar Wharf. They will provide overall day to day management of the Dry Stack and Boat Yard Operations with the goal of delivering excellent customer service. They will provide leadership, coaching, development and training and hands on management to the Dry Stack team ensuring that our proposition and operations are delivered in an efficient, safe and friendly way.

Responsible for the implementation of operational goals and objectives. The Dry Stack Manager will establish appropriate schedules, assignment of work, staffing levels, and adequate coverage to accommodate peak and non peak activity levels and management of the team to deliver on site maintenance and achievement of site standards. Review procedures, policies and processes on a regular basis and develop, effectively communicate and implement improvements.

### **DESIRED EXPERIENCE:**

Four years minimum of supervisory and/or management experience including ideally two years in marina operations. Experience in prioritising and allocating of tasks, driving efficiencies through people, managing a team, leading, and supervising staff on multiple shifts.

Four years of experience with excellent customer service techniques and in dealing with customer satisfaction.

Experience working in high volume, fast paced customer service environments.

Knowledge of Health & Safety regulations and ideally marina industry standards.

Experience dealing with contractors and planning works.

Excellent written and oral communication skills.

**PERSONAL CHARACTERISTICS:**

We're a friendly bunch here at Trafalgar Wharf and we're looking for someone who can actively meet and greet everyone with a smile and "hello" in and around the site, to listen to their comments and actively respond to give the highest standards of service. This person will also instil this approach within the whole team.

Is able to pro-actively manage a team, prioritise tasks and motivate a team to deliver against our standards.

Is able to form long term relationships with suppliers and contractors, taking an active interest in what they do and ensuring that activities are completed to the highest standards.

Is able to problem solve, seek alternatives and propose solutions. Get it right first time, ensuring a quality outcome.

Has a 'Can do' attitude and is positive in nature.

Is motivational in their approach & able to coach and develop colleagues.

**Core tasks:**

To be fully conversant with all fire/emergency procedures

To keep abreast of industry and market trends, rates, and operational approaches.

To conduct morning briefings to the team and to implement a communication process that ensures that all team members are aware of operational priorities or issues, best practise, time allocation for tasks, H & S updates as well as delivering Toolbox talks.

Produce annual performance reviews and evaluations for direct reporting staff for the purpose of establishing work performance expectations, creating goals for the following year and communicating progress to individual colleagues. Implement performance improvement programs.

To organise external contractors when required for repairs and to liaise with the General Manager on progress and problems

To meet and greet contractors attending site to complete work for us. To carry out site inductions, to review safety protocols and to check insurance. To hold an initial briefing before work commences to clarify what the job entails. To ensure they operate in a correct and safe manner. Before they depart, check the job has been done as per the initial brief.

To manage the controlling and placing and allocation of vessels within Trafalgar Wharf and ensure their safety and security at all times.

To investigate accidents on site, identify the root cause of the issue and put plans in place to rectify.

Coordinate maintenance projects and availability of Marina Operations staff for completion of minor maintenance repairs.

To be familiar with all our machinery, and to work with the repairs manager to highlight issues, collaboratively seek solutions to ensure the operations remains efficient.

To ensure that all areas of the site are regularly inspected, concerns raised, defects logged with a plan to rectify in a timely fashion.

To operate the equipment and machinery to safely lift, launch, set down and wash boats as well as other lifting tasks as required. Subject to training and certification as required

To manage booking, arrivals/departures and ensure that all records are maintained via job cards and the app

To manage the fuel station

To maintain cleanliness of the site at all times

To be polite and respectful at all times

To make regular inspections of Trafalgar Wharf, including the toilet facilities, report any defects, arrange repairs and maintain supplies as required

To carry out accurate weekly berth checks as directed

To measure each new vessel accurately in line with the agreed procedures

To maintain up to date records of all craft within Trafalgar Wharf as directed

To be aware of the weather and flood warnings and take all necessary precautions/actions e.g. checking cradles/berths

To ensure that all complaints are dealt with immediately and details passed on to the General Manager or Duty Manager as appropriate

Responsible for purchasing materials, supplies and equipment, to meet operational needs

Be a key holder and out of hours contact

To advise the management of any areas within your scope of responsibility that are giving you cause for concern

Any other duties required by the Management team.

**To assist the General Manager in the following duties:**

To assist in the implementation, compliance and maintenance of the Company's Health and Safety Policy and procedures and ensure that all contractors, tenants and visitors adhere to it.

To develop and maintain a TW 'Disaster plan' to ensure breakdowns and emergencies are dealt with in the quickest possible way

To devise and implement new service strategies

To help create and implement marketing/PR strategies and also be prepared to implement some unusual and different marketing/business ideas for the benefit of the business