

<b>JOB DESCRIPTION</b>	
POSITION	Waterfront Assistant
REPORTING TO	Duty Manager
REMUNERATION	£10.90 per hour (reviewed annually in April)
CONTRACT	Casual Worker Agreement – zero hour
LOCATION	Willen Lake, V10 Brickhill Street, Milton Keynes, MK15 ODS
OBJECTIVES	<p>Deliver an enjoyable and safe experience for all visitors, through excellent customer service and adherence to policies and procedures.</p> <p>Help to maintain a high standard of presentation at Willen Lake.</p> <p>Provide a high profile and visible presence at Willen Lake including weekends, bank holidays and school holidays.</p> <p>Ensure that equipment and facilities are maintained to a high standard.</p>
DUTIES	<p>Take a proactive role in providing excellent customer service for the Waterfront operation.</p> <p>Work with the Waterfront Supervisor to ensure the safe operation of boat hire and associated activities.</p> <p>Liaise with Reception staff to ensure correct allocation of equipment and regularly assess supply/demand to ensure an excellent customer experience.</p> <p>Carry out hire safety checks for customers on the land, pontoons and on the water. Conducting any action needed and/or escalating to a member of the Senior Management Team.</p> <p>Ensure that any accidents and incidents are reported on the relevant forms when they occur.</p> <p>Ensure equipment is checked prior to use and is in a safe condition to hire.</p> <p>To keep all hire equipment in a clean and usable condition.</p> <p>Ensure that any defective equipment is reported to a senior member of staff.</p> <p>To always maintain a professional and courteous attitude towards work, other staff members and customer.</p> <p>Ensure cash handling procedures are correct to our procedures.</p> <p>To adhere to the Watersports Centre cleaning process in all areas</p>
EXPERIENCE, SKILLS AND ATTRIBUTES	<p><b>Essential</b></p> <p>Flexibility</p> <p>Outgoing, calm and engaging personality</p>

	<p>Self-motivated, organised and confident</p> <p>Experience of working with the public e.g. in a customer focused role</p> <p>Ability to work as part of a team</p> <p>Excellent communication skills</p> <p>The ability to respond positively when working under pressure</p> <p><b>Desirable</b></p> <p>First aid qualification</p> <p>Full clean Driving Licence</p> <p>RYA Powerboat Level 2 / Safety Boat</p> <p>Knowledge/experience of waterside operations</p>
<ol style="list-style-type: none"><li>1. <i>This job description represents the usual duties and requirements of the position; however, the job holder may be required to carry out other duties in line with their capability, training and level of authority.</i></li><li>2. <i>The company reserves the right to change the job description in consultation with the post holder.</i></li><li>3. <i>The job description does not form part of the Contract of Employment</i></li></ol>	