



LOWESTOFT FERRY

Lowestoft Ferry Skipper, Season 2017

We are seeking a Skipper for the new season of the Lowestoft Ferry service (previously known as Lowestoft Water Taxi) operating on Lake Lothing between Bridge Road, Oulton Broad and Lowestoft Yacht basin heritage pontoon.

ABOUT ML "TERRIER"

"Terrier" water taxi is a restored 1954 harbour launch. She originally operated transporting passengers and crew between larger vessels.

During a 10-month period in 2014/2015 she was restored by a team of shipwrights and trainees at the International Boatbuilding Training College (IBTC Ltd) the world renowned centre for traditional boat building skills in Oulton Broad, Lowestoft. The work was part of the Shipshape East Anglia project, funded by the Coastal Communities Fund. Between 2015 and 2016 the Lowestoft Water Taxi transported more than 3.800 people.

RESPONSIBILITIES

The Skipper is the main responsible of the safe operation of the vessels in its role as a ferry. This includes, but is not limited to, issue and collection of fares, issuing of tickets, securing the vessel, managing the Mate and ensuring the comfort and safety of passengers.

REPORTING TO IBTC Central Management

PRIMARY RESPONSIBILITIES

- Operate the Lowestoft Ferry as part of a crew of 2 people at all times, handling, navigating and mooring the Vessel
 - Supervise and maintain all the relevant safety procedures
 - Report defects and health and safety issues to Management
 - Ensure general maintenance and cleaning duties including cleaning of the slipways, deck, seating area, etc.
 - Provide appropriate customer service
 - Collect fares, using remote devices and handling cash
 - Transport passengers safely and assist them with getting on board and landing
 - To be the first point of call for customers and Mate
 - Update of a variety of records and the produce written/typed reports
 - Provide information on points of interest during the trips
- The Skipper should at all times present a professional and positive image for the company.
- The Skipper should interact with the passengers on a regular basis in order to provide quality customer service.

PERSON SPECIFICATION

ESSENTIAL

- Sound seamanship skills and previous experience as a crew member or skipper
- MCA Boatmasters Licence Tier1/Tier2 or a relevant RYA qualification (commercially endorsed)
- Current STCW95 certificate
- MI5 or ENG 1 Medical Certificate
- Regular permission to work in the UK
- 18 years of age or older
- Good customer service skills
- Hard worker
- Safety conscious
- Good timekeeper
- High level of personal presentation
- Proven interpersonal skills and a strong ability to communicate at all levels

DESIREABLE

- Knowledge of the Lowestoft port and its history
- Knowledge of basic vessel maintenance
- Previous experience in a customer service role
- Demonstration of interest in boats and maritime heritage
- Community minded

HOURS

This is a part time post based at the IBTC in Oulton Broad, Lowestoft.

The core working week will be 24 hours within 10.00 - 18.00 Friday to Sunday with one hour break. Some work outside these hours including evening will be required to fulfil the request of the service. The service will run April - September

RATE OF PAY

£10 per hour (£20.800 pro-rata)

This job description is not intended to be exhaustive and in addition to these functions the post holder is required to carry out such other duties as may reasonably be required, provided it is within his/her competence.

If interested send your CV at: info@ibtc.co.uk

or bring it to IBTC Ltd, 6 Sea Lake Road, Oulton Broad, Lowestoft, NR32 3LQ