



Float Person

LEVEL: SCP 17

ACCOUNTABLE TO: Dartmouth Lower Ferry Team Leader

SALARY: £ 35,881.00 per annum (£16.61 per hour) annualised hours

LOCATION: Dartmouth, Devon

CONTRACT: Permanent

Job Purpose

Under the guidance of the Tug Master ensure safety of vehicles and customers during their embarkation, passage and disembarkation; to collect appropriate fares and issue tickets. To comply with all Health & Safety and MCA regulations. Assist with routine, and when required, basic maintenance of DLF infrastructure.

Role Profile

- Under the direction of the Tug-master, ensure the safe and efficient embarkation, passage and disembarkation of vehicles and passengers to prevent any injury or damage
- Under the direction of the Tug-master, respond correctly to emergencies to ensure staff and customer safety
- Conduct routine safety and maintenance checks on vessels and equipment, reporting defects in accordance with defect reporting procedures
- Compliance with all Health and Safety procedures and Safe Systems of Work e.g. wearing of lifejacket, radio and other PPE as appropriate at all times while on or near the water, Comply with all MCA regulations
- Manage customer interactions promptly and politely, collecting fares and issuing tickets using the computer ticketing system
- Work collaboratively with colleagues to identify and deliver improvements to customer service
- Attend training courses as required
- When required, provide cover for staff absences. This may be required at short notice
- When required, assist with maintenance and repairs of DLF infrastructure including, Slipways, launches, pontoons, tugs and floats



- Undertake other duties as may be reasonably required
- Promote equality of opportunity in service delivery in all aspects of the role in line with corporate policies, training and procedures
- Promote a culture that is supportive of the Councils' purpose, aims and values and take all reasonable steps to maintain good employee relations

Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Councils' activities. The post holder must report to their manager or safety officer any matter that may represent a serious and immediate danger to H & S at work.

Person Specification

Qualifications

Essential	Desirable
Power boat level 2	BML Licence
Digital VHF radio licence	Evidence in maintenance repairs
Basic Sea Survival	DSC Short range certificate
Basic First Aid	Full driving licence
Basic Fire Fighting	
ENG1/ML5	

Knowledge / Experience

Essential	Desirable
Boat handling experience	Assist with general basic maintenance duties under supervision



Experience in giving instructions to the general public and using the ferry in emergency situations

Skills / Abilities

Essential	Desirable
Ability to remain calm and confident in all situations	Evidence in customer relations
Good interpersonal skills, tactful and diplomatic	Evidence of general workshop operations
Ability to undertake general workshop duties including design, fabrication and repair of items in steel, glass fibre or wood	Ability to work as part of a well-structured team
Ability to add up multi ticket purchases and collect the correct fares and give the correct change	
Ability to work as part of a well-structured team	
Ability to liaise with customers, service providers and other individuals, organisations, companies or agencies, adhering to the South Hams District Council Staff and Customer charters	
Ability to work to moving vessels on rough inshore waters and walking on slipways and ramps	



General / Other

Essential	Desirable
Attend training courses as required	
Ability to work in all weather conditions day and night	
Ability to work on shifts that will require early starts, late finishes on shifts that operate 364 days per year	

General

The list above is not exhaustive; this role profile sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

Safeguarding Children & Adults at Risk

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

Equality, Diversity & Inclusion

The Council has an Equality, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other's differences, promotes dignity, equality, diversity, and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination, and harassment.

Staff Code of Conduct

The public, our communities, customers, and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.



Climate Change

Contribute to the Council's corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of the district.