

## Bristol Community Ferry Boats' Trainee Crew

We are looking for enthusiastic hard-working crew to join our ferry family. We offer a daily water bus service and public & private trips as outlined on our website. Alongside our boats, we consider our crew to be our greatest asset, responsible for ensuring a safe journey and a positive customer experience.

### **Responsibilities**

- Be aware of your shift patterns and arrive on time and prepared for each trip
- Supporting the skipper in launching and landing the vessel safely
- Know safety procedures and give the "safety" presentation competently to every passenger
- Remain calm and offer assistance to passengers in the event of an emergency
- Monitoring waterways for the duration of the service, communicating hazards to the Skipper to ensure the safety of our passengers and other vessels
- Observing passenger behaviour, managing and deescalating potential conflict situations.
- Welcome travellers on board and ensure safe embarkation and disembarkation
- Answer customer questions and offer assistance
- Give particular attention to passengers with any special needs; children, the aged, the disabled, people under the influence of alcohol.
- Set up and manage on board bar where applicable.
- Check vessel before and after service to ensure cleanliness, preparedness and compliance to safety regulations

**Requirements:** you must be, or have competency in these areas;

- Self-assured and enthusiastic
- Exceptional time management
- Fluency in English, knowledge of additional languages is also an advantage
- Customer-oriented
- Observant with a keen awareness of safety

- Excellent communication skills
- Patient with an aptitude for resolving issues

### Personal Specification

	CRITERIA (E): essential (D): desirable
Skills and Abilities	Willingness to learn. (E) Proven ability to manage own schedule and be reliable and punctual. (E) Good interpersonal and communication skills (E). Physical fitness.(E) Ability to swim. (D)
Experience	Previous customer service experience. (D) Experience of working evening and weekends (D) Experience working outdoors in all weathers and around water. (D)
Knowledge	Educated to a minimum 'GCSE' A-C standard in English and Maths. (D) A good knowledge of Bristol's geography and attractions. (D)
Personal attributes (E)	To have / be: Aged 18+ Confident, friendly, approachable, open-minded. A good team player. Able to take and follow instructions. Able to work flexible hours and manage their own rota and commitments. Willing to handle and serve alcohol.

**Pay:** Pay is based on a tiered structure reflecting experience and performance starting at £9:50 p/h.

**Hours:** Part time, variable, Spring/Summer, mostly evenings and weekends

**Place of work:** 44 The Grove, Bristol, BS14RB

**Contacts:** Main office 0117 927 3416

- Please submit your CV & Covering Letter to [crew@bristolferry.com](mailto:crew@bristolferry.com) FAO Roisin
- Closing Date for applications is 13 February 2022.
- Applicants must be available for interview on either 15th, 16th or 17th February.
- Practical training and safety induction to take place on week commencing 21st February.
- We wish you the best of luck!