

Job Title

Bristol Community Ferry Boats' Trainee Crew

Job Brief

We are looking for enthusiastic crew to join our team delivering safe and enjoyable ferry boats and private trips. You will be able to work autonomously, take the initiative and collaborate with colleagues to ensure the safety and comfort of all passengers on board at all times.

The aim is: to secure Bristol Community Ferry Boats' reputation as the no.1 local transport system on TripAdvisor, to improve Bristol's reputation as a tourist destination by promoting local attractions and the marine environment, and establish BCFB as a safe, reliable, distinctive and thoughtful local transport system and experience.

Responsibilities

- Understand and adhere to the duties of your assigned position during service hours
- Ensure the satisfaction of passengers by answering questions and offering them assistance
- Check vessel before and after service to ensure cleanliness, preparedness and compliance to safety regulations
- Welcome travellers on board and ensure safe embarkation and disembarkation
- Know safety procedures and give the "safety" presentation competently to every passenger
- Monitor passenger behaviour and the waterways for the duration of the service to ensure the safety of our passengers and other vessels: " be the skippers second pair of eyes".
- Adhere to established regulations and procedures
- Remain calm and offer assistance to passengers in the event of an emergency
- Give particular attention to passengers with any special needs; children, the aged, the disabled, people under the influence of alcohol.

- Prepare and man an onboard bar on private trips where applicable.

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

- Self-assured and enthusiastic
- Initiative and an ability to work independently
- Exceptional time management
- Experience in a trusted role
- Fluency in English, knowledge of additional languages is also an advantage
- Customer-oriented
- Attention skills and keen awareness of safety
- Numeracy skills, specifically mental arithmetic
- Clean presentation and good level of fitness and stamina
- Retention of information and desire for self-development
- Exceptional communication skills
- Cool tempered and patient with an aptitude for resolving issues

Personal Specification

	CRITERIA (E): essential (D): desirable
Skills and Abilities	Willingness to learn. (E) Proven ability to keep to manage own schedule, remain reliable and punctual. (E) Able to act independently and take initiative for own learning. (E) Good interpersonal and communication skills. Quick learner. Physical fitness.(E) Ability to swim. (D)
Experience	Previous customer service experience. (D) Money handling experience. (E) Experience of being in a position of trust. (E) 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: A safety critical approach. A desire to learn. Aged 18+ Friendly, approachable, open-minded. A good team worker. Able to take and follow instructions. Able to work flexible hours and manage their own rota and commitments. Trustworthy and committed. Confident, efficient and self-dependent. Willing to handle and serve alcohol.

Pay: after completion of training successful candidates will receive £8.40 p/h as part of a seasonal contract.

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

Place of work: 44 The Grove, Bristol, BS14RB

How to apply: Send CV and covering letter to crew@bristolferry.com (FAO Roisin) or post or drop by in person to above address.

Closing date for applications: 1st March

Interviews to be held on: 4th and 5th of March

Successful candidates job training to be held on: 9th and 10th of March

Availability: If taken on you will need to be available evenings and weekends

Contacts: Main office 0117 927 3416

