

Job Description

Job Title	Skipper
Department	Visitor Services
Reporting to	Head of Visitor Experience

Summary

The Skipper will be responsible for providing a safe and enjoyable one hour boat tour of Falmouth's historic waterfront, driving one of the historic boats from our collection, carrying between six and eight passengers. The Skipper will have overall responsibility for the safety and well-being of the passengers, and will be assisted by the Tour Guide.

Specifics

We will be operating four scheduled boat trips every day, seven days a week, running from 2 July 2018 until 30 September 2018; typical hours would be 9.30am-5.30pm, a seven hour day. You will be working as part of a team of Skippers and will be allocated days according to a rota.

Job Role

- Ensure the safety, comfort and welfare of all those on board at all times
- Carry out all pre-trip preparations; review charts, tide tables and itinerary, ensuring that weather conditions are good and safe to carry out the trip
- Check that everything is orderly on board, that life-saving equipment is usable and within reach
- Greet all passengers and assist with boarding
- Ensuring that safety guidance has been provided to all passengers by the Tour Guide
- Liaise with the Tour Guide to ensure they are aware of the route in order for them to provide an informative commentary to passengers; continue to communicate clearly to the Tour Guide if there are changes to this planned route
- Help passengers to disembark at the end of the trip, ensuring that no personal belongings have been left on the vessel
- Report all accidents and incidents immediately to the Duty Manager
- Carry out any other tasks that may be assigned to you in line with this role.

Competencies

Applicants should possess a current valid Cornwall Council Boatman's Licence for Category C Waters or be prepared to obtain the Licence (the cost of which will be paid for by the Museum).

The successful applicant will be required to provide a valid certificate confirming their medical fitness for the work for which they are employed.

Essential

- Strong customer service skills, experience of working with the general public
- Enjoy working outdoors and have extensive knowledge of local waters which includes local signals and traffic regulations
- Have a passion and enthusiasm for Falmouth and the local area
- Be safety aware, knowledge of emergency procedures with the ability to give clear instructions to passengers in an emergency situation
- Confident with good communication and interpersonal skills
- Reliable and punctual
- Flexible to work weekends and bank holidays according to rota
- Possess a current valid Cornwall Council Boatman's Licence for Category C Waters or if you do not hold this licence, then you must have the following essential competencies in order to obtain one:
 - Demonstrate a practical knowledge of the application of the International Regulations for Preventing Collisions at Sea
 - Working knowledge of the operation and use of distress signals
 - Ability to steer a compass course and take a rough bearing
 - Knowledge and use of the Sea Anchor
 - Be able to access and interpret weather reports
 - Be able to demonstrate working knowledge of the Buoyage System
 - Have an understanding and the meaning of common chart symbols
 - Have general knowledge and use of knots, hitches, bends and splices
 - Experience of general boat handling manoeuvres which includes coming alongside, leaving pontoons, picking up a man overboard, etc.
 - Basic knowledge of day-to-day engine and battery checks

Desirable

- First Aid qualification (must be prepared to undertake training), which includes CPR
- Fluency in a second language would be desirable