

Wirral Council: Job Role Descriptor

Job Role:	Seasonal Lake Warden
Service:	Delivery Services – Leisure
Reports to:	Senior Lake Warden
No. of Subordinates:	0
HR USE ONLY	
Job Role Ref:	CS&CE0054G
Job Family:	Customer Services & Community Engagement
Grade:	Band D

JOB ROLE PURPOSE

Control access to the Marine Lake through the issuing of day, seasonal & annual lake licences and to assist with the maintenance and security of the sailing craft, equipment and premises.

KEY TASKS

1. Control access to the Marine Lake for licence holders and other bona fide groups and individuals.
2. Operate the Marine Lake powerboat and other equipment as directed.
3. Assist with the taking of monies and issuing tickets, receipts and licences and the control of stock.
4. Prevent unauthorised use of the Marine Lake by unlicensed craft, swimmers, those fishing and to discourage misbehaviour and annoyance.
5. Ensure Marine Lake licence holders comply with the conditions of use and safety regulations whilst using the facility and prevent unsafe practices.
6. Assist with the general maintenance of sailing craft & school equipment.
7. Assist with the cleaning of the sailing school in general and office areas.
8. Open and close the building when on duty and act as a key-holder.

KEY RESPONSIBILITIES

People

No supervision of staff.

Assist Marine Lake users and customers generally with information relating to the use of the Marine Lake, car park and shoreline.

Communicate with all Marine Lake users providing help and advice on products and current and upcoming promotions.

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Support other members of the Marine Lake team.

Operate the powerboat, as required, to communicate with those customers on the Marine Lake.

Financial

To assist with the taking of monies and issuing tickets, receipts and licences and the control of stock.

Promote the facilities and product availability to increase the revenue of the business.

Follow financial guidelines to ensure and complete financial controls and audit.

Handle and process any cash or card sales in line with financial guidelines and ensure issue of receipts.

Strategic

Propose any ideas that may help to improve, promote and extend the services reputation.

Work to, and maintain, customer service standards.

Ensure health and safety regulations are followed at all times.

Resources

Act as Key-holder for the site and be responsible for opening and closing the premises when on duty.

Responsible for putting away and securing equipment at the end of a shift.

Assist with the necessary safety checks required for each craft e.g. safety boats.

Maintain all general areas including the boatyard, office accommodation, changing facilities, toilets and internal thoroughfares.

If eligible, to drive the Marine Lake vehicle to tow trailers on site as required.

Responsible for staff uniform and ensure that correct protective clothing is worn at all times.

Planning and Organising

As an occasional 'lone worker' the Seasonal Lake Warden will assist in the planning of their own work schedule. NB: Seasonal Lake Wardens are rostered in pairs.

Assist in the completion of reports and information sheets relating to Marine Lake usage.

Decision Making

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Ensure Marine Lake users comply with rules and regulations and report incidents to the Manager.

Advise customers over the suitability of sailing given a particular weather forecast.

Management will give support and encouragement to any special training needs.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Experience

- Experience of working in a sailing environment.
- Experience of maintaining water sports craft and equipment, and associated rigging.

Knowledge and Skills

- Knowledge of boat maintenance or maintenance within a marine environment or similar.
- Knowledge of cash handling and income reconciliation.
- IT skills are required to issue Marine Lake licences, use email and input to bespoke data collection packages.
- Knowledge and use of Microsoft packages.
- Be able to communicate with customers effectively.

Qualifications

- A Powerboat licence (Level 2).
- A water sports instructor's qualification, or working towards gaining a water sports qualification

Desirable Criteria

Experience

- Experience of cash handling and reconciliation.
- Regulatory customer control (public that refuse to pay and leave the premises).
- Ability to maintain boats and associated equipment.
- Ability to work to your own initiative.

Qualifications

- A driving licence for a motor car is desirable (access to the Council vehicle is provided for this purpose).

ADDITIONAL WORK ELEMENTS

Able to work to rotas that operate to a rolling shift pattern for the duration of the summer season.

Able to work on an occasional lone worker basis including the closing of the building and general securing of the premises.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the job role holder. It is not a definitive relation to the job role holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service

Date



-----18.3.19-----
