

JOB DESCRIPTION

JOB TITLE: Evening/Night River Security Officer

DEPARTMENT: Security

REPORTING TO: Museum Manager and the Harbour Master

LOCATION: Beaulieu River, Buckler's Hard and the Beaulieu Visitor Complex

HOURS OF WORK:

The hours of work will be 35 hours per week worked on a 5 in 7 day rota. The likely shift pattern will be 7.00 pm – 12.00 am for three nights and 7.00 pm – 5.00 am for two nights. You will be required to work additional shifts to cover sickness and annual leave.

Objectives: Responsible for the security of the grounds, buildings and equipment within the Beaulieu Visitor Complex, Beaulieu River and Buckler's Hard.

Providing a friendly and welcoming environment dealing with enquiries and taking bookings from existing and prospective clients. Liaising with and assisting the Deputy Harbour Master/Museum Manager

Main Duties:

- To ensure the highest standards of service to customers, protecting the reputation of the company at all times.
- Collect Harbour Dues from visiting vessels and dispense fuel.
- To be responsible for the closing of the Harbour Office and associated tasks as required by the duty roster.
- Recording boat movements on the river and in the marina onto the electronic management system.
- To answer phone enquiries concerning bookings for visitors, tidal information, etc.
- Deal with all enquiries for rallies, overnight visitors, short stays, etc.
- Maintain the Daily Log.
- Carry out regular inspections of the marina, car parks, skip compound and toilets.
- To assist in the general maintenance of the marina, river and fuel pumps.
- To operate and monitor the CCTV
- To patrol other site areas as directed by the Museum Manager / Security Supervisor.
- To ensure that all buildings are secure and to maintain vigilance at all times.
- To set Alarm systems as directed and to report any malfunctions.
- To be a Key holder if required by the Alarm receiving company.
- To ensure that all buildings and public areas are safe from fire.
- To stop unwanted visitors within patrol areas if appropriate.

- To be available to let Managers or vehicles into appropriate areas during out of hours periods.
- To attend any training that management may feel appropriate to the role.
- To carry out all duties in a way which will ensure the Health and Safety of staff and visitors is adhered to.
- To undertake any other duties as required by the Harbour Master, Deputy Harbour Master or Museum Manager.

Person Specification

Essential

Experience of lone working in a security role or similar
 Dedicated to the security and safety of clients, property and assets
 Ability to communicate tactfully and diplomatically at all levels
 High degree of integrity and trustworthiness
 Punctuality and reliability
 Good Customer Care Skills
 Physical Fitness and ability to undertake outdoor physical work
 Able to swim
 Basic Clerical and IT skills
 Cash handling
 Ability to work unsupervised
 Driving Licence

Desirable

Knowledge of Boats
 VHF Short Range Radio Licence
 Knowledge of the Beaulieu River
 Experience working in the marine industry
 First Aid qualification
 Experience of CCTV operation

It is essential that you have your own transport and a valid driving licence.

A uniform will be provided.

The successful applicant will be required to undertake a Disclosure and Barring (DBS) check and to provide proof of their eligibility to work in the UK.