



JOB DESCRIPTION

SEAL BOAT CREW

ACCOUNTABLE TO: Marine Operations Manager

LOCATION: Seal Trips Dept., Dunvegan Castle

JOB SUMMARY:

Operate the clinker-built powerboats at MacLeod Estates Marine Operation safely and to the required H&S and other legislation requirements pertaining to marine pleasure trips to the visitors in Loch Dunvegan.

Skipper the boats to run the various pleasure trips to observe the resident Common Seal colony in Loch Dunvegan such that the animals are not disturbed, the passengers' safety is paramount, and the trips run to the required time and course.

Offer guided trips such that the variety of wildlife observed is protected and the visitor experience is enhanced by imparting knowledge of the wildlife and habitat within the parameters of the trip.

Occasionally situations may arise that require the post holder to perform other duties or tasks outwith this remit as may be reasonably requested by the Estate.

KEY RESULT AREAS:

Seal Boat, Fishing & Loch Cruises

- Be in possession of the current, relevant RYA and/or MECAL Power Boat Licence and all relevant and mandatory commercial endorsements including VHF Radio Operator, Sea Survival Training Certificate, First Aid Certificate, and Medical.
- Operate the boats according to the Marine Operations Manager's directions and training.
- Navigate the loch waters taking account of the tide times and levels, wind and other weather conditions so that trips are conducted safely for passengers, crew and craft.
- Be responsible for ensuring maximum passenger numbers per trip, liaising with seal boat retail assistant.
- Take responsibility for mooring boats safely between trips and securing all equipment, buildings and crafts at the end of the day.
- Develop and update your knowledge of the wildlife and habitat such that your actions and/or omissions do not impact on the protected status of the seal colony and the

conservation of all land and foreshore within the MacLeod Estate is maintained and enhanced.

Delivering the Visitor Experience

You will be responsible for delivering the following:

- Professional manner towards customers, colleagues, other MacLeod Estate staff and suppliers, contractors.
- Ensure a warm, Highland welcome is given to all visitors.
- Undergoing site specific training – seal colony and other wildlife to ensure competence in approaching all marine wildlife and respecting and maintaining their habitat and welfare.
- Positive response to customer feedback both positive and critical.

Customer Care

- Take responsibility for providing excellent customer service.
- Take part in staff training, including induction and refresher training programme on all aspects of seal boat trip operations including boat operation competence, navigation and safety, visitor safety and visitor welcome, including retail aspect of the operation.
- Assist customers with queries in a professional, efficient, courteous and friendly manner, so that customer care standards are met and complaints kept to a minimum.

Teamwork

- Assist in the efficient running of the marine operations department by working across all operations as directed and as appropriate to the level of your licence.
- Develop and maintain a strong culture of clear communication within the department and across the whole MacLeod Estate team.
- Attend and contribute to regular team and department meetings, activities and events.

Health & Safety

Take reasonable care for the health and safety of themselves and others who may be affected by their acts or omissions at work.

- Ensure the safety of visitors by always adopting safe working practices at all times by carrying out regular safety checks and risk assessments.
- Reporting of accidents.
- Read, understand, sign and work in accordance with relevant risk assessments.
- Report any unsafe practices or broken machinery/equipment to the Marine Operations Manager immediately.
- Use all equipment as trained observing all safe practices, so that accidents are avoided.
- Take reasonable care for the health and safety of themselves and others who may be affected by their actions or omissions at work.

In addition, all employees are expected to work within the terms of their contract of employment and adhere to all Macleod Estates policies.

KNOWLEDGE, SKILLS AND EXPERIENCE:

Knowledge:

Essential

Good working knowledge of Loch Dunvegan.
Self-Motivated, enthusiastic, dynamic and energetic.

Desirable

Basic understanding of Health and Safety issues.

Skills & Qualifications:

Essential

RYA Powerboat Level II and commercial endorsements (sea survival, VHF radio and First Aid).
Awareness of marine safety responsibilities within the scope of the job.
Excellent verbal communication skills.
Practical experience in a visitor environment.
Able to cope with varying pressures
Able to work alone and use initiative
Customer focussed and confident with people.
Punctual

Desirable

Some experience working in tourism or with customers. A people person.
Good verbal communication skills.

Experience:

Essential

Has worked as part of a team.
Proven ability in carrying out instructions.
Has experience in dealing with the public in face-to-face situations.
Able to field complaints.