



Job Profile

Canal Trust Skipper – Zero Hour

Job Purpose : To ensure the safe, efficient and customer centric operation of daily boat trips; providing engaging and educational commentary, maintaining vessels, supporting events, and conducting mine inspections. Helping the Trust to tell its unique story to the widest possible audience, and maximising its charitable impact.

Key Responsibilities and Accountabilities

- Maintain essential record keeping inline with relevant legislation and policy
- Be the face of all front facing customer offers, including answering queries, delivering scripted content and excellent customer service.
- Operate Boat trips in compliance with company and maritime policies & procedures.
- Operate Boat trips outside core offer, including events, evenings, boat moves and rallies.
- Carry out basic maintenance and audits on vessels and Trust assets as required
- Support in the set dressing of the Trust site and assets for events
- Conduct relevant inspections within responsible area, including mines and perimeter fencing.
- Contribute to the safety culture at the Trust, including the ongoing development and delivery of Safety Management plans.
- Be part of, and deliver the emergency situation response team.
- Support during the Winter Maintenance and dry docks work
- Support with Skipper/Crew training and inductions
- Support with compliance for non-passenger vessels
- Support with emergency drills and exercises.

- Support the Trust in any other reasonable activities

Accountabilities

- Health & Safety legislation
- Safeguarding
- Core operations
- Boat Maintenance

Stakeholders

- Colleagues
- Volunteers
- Canal & River Trust
- Other Relevant regulatory bodies – MCA, HSE
- BCLM
- Dudley Zoo.
- Trustee's
- Green Team

Reports to: General Manager

Remuneration: during training, the successful candidate will be on National Living Wage, after completion of training this contract is zero hours at £12.31 per hour

Contract: Permanent

Hours: 0 hours – As a visitor attractions some flexibility is required, including evenings and weekends. There will be seasonal fluctuations.

Alongside the remuneration package, all skippers achieve qualifications in

- Boat Master Licence Tier2 Lv1
- RYA Fire Safety
- RYA Water Safety
- RYA First Aid

Experience

- Strong organisational and administrative skills.
- Ability to adapt approach based on audience needs

- Experience delivering engaging content to large groups across multiple audience spectrums.
- Excellent interpersonal and communication skills
- Knowledge of heritage, museum, or tourism sectors, alongside a passion for heritage and a commitment to the Trust's mission.
- Understanding of safeguarding and health & safety requirements
- Applicants must be at least 18 years old due to a minimum age restriction on the BML licence.
- Maritime experience and existing BML is preferred but not essential as all training will be provided.

Personal Attributes

- Significant enthusiasm for the Trusts strategic vision
- A confident personable and professional attitude.
- Ability to work as a functional team
- Ability to make an informed decision, at times under pressure.
- Integrity
- Commitment to promoting equitable practices
- Collaborative behaviours.

Person Specification

As a Skipper you will be required to deliver the day-to-day boat trip offers, acting as the responsible person in charge of the vessel you are operating, steering the vessel, delivering an informative commentary, and always maintaining the health and safety standards. The role is required to carry out other relevant duties to support the Trusts operations. You will complete necessary maintenance across all the Trusts vessels and support the additional offers and events as part of the events program. Certified skippers play a key role in training new Boat Master applicants and must maintain their personal Boat Master Licence by adhering the requirements outlined within Maritime Legislation.

As mine tour operators all Skippers require a good understanding of the underground environment, its atmospheric condition, and hazard management. A key part of the role is conducting a Mine inspection prior to tripping each day, to ensure the underground environment is safe.