

## PERSON SPECIFICATION - Tug Master (TM) / Float Person (FP)

CRITERIA	WHAT IS ESSENTIAL	WHAT IS DESIRABLE
<b>PROFESSIONAL/ TECHNICAL COMPETENCE</b>	<b>TM/</b> BML licence, <b>TM/FP</b> Boat handling experience, Ability to use Digital VHF radios, first aid training, Basic Sea Survival Certificate Ability to assist with general basic maintenance duties under supervision	Evidence in maintenance repairs Power boat level 2 DSC Short range certificate
<b>CUSTOMER SERVICE SKILLS</b>	<b>TM/</b> Experience in giving instructions to the general public and crew using the ferry and in emergency situations. <b>TM/FP</b> Experience in giving instructions to the general public and using the ferry in emergency situations Ability to remain calm and confident in all situations Good interpersonal skills, tactful and diplomatic	Evidence in customer relations
<b>INFORMATION TECHNOLOGY (I.T)</b>	<b>TM/FP</b> Use of digital ticketing machines (Smart phone) & card terminals	
<b>LITERACY/ NUMERACY</b>	<b>TM/FP</b> Ability to add up multi ticket purchases and collect the correct fares and give the correct change Clear and articulate oral communication	Evidence of cash handling
<b>TEAM WORK</b>	<b>TM/FP</b> Ability to work as part of a well structured team	
<b>MOTIVATION</b>	<b>TM/FP</b> Good self-organisation and motivation skills	
<b>PERSONAL DEVELOPMENT</b>	<b>TM/FP</b> Obtaining certificates for all relevant courses required for the post	
<b>MOBILITY/ TRAVEL</b>	<b>TM/FP</b> Ability to work to moving vessels on rough inshore waters and walking on slipways and ramps	
<b>PHYSICAL/ PERSONAL MOBILITY</b>	<b>TM/FP</b> Ability to work in all weather conditions day and night	
<b>SPECIFIC ADDITIONAL SKILLS RELEVANT TO THE POST</b>	<b>TM/FP</b> Responsibility for collecting and accounting for cash collection per shift Willingness to carry out other tasks when required Good observation skills Ability to work on shifts that will require early starts, late finishes on shifts that operate 364 days per year	Full driving licence