



Thank you for your enquiry about the above positions.

The success of Corpach Marina has been built around its reputation as a friendly, clean and well-run facility providing a great welcome to visitors and to seasonal berth holders from the marina team and the whole community. As such this is an exciting opportunity has opened up for the right candidate to join the small team at Thomas Telford Corpach Marina (TTCM).

Please read the information below and if you would like to know more about the operation of Thomas Telford Corpach Marina (TTCM), a subsidiary of Caol Regeneration Co Ltd.,(CRC), then please visit www.corpachmarina.co.uk.

To apply for the post: please submit your CV with a covering email to Lucy Burns, Director of TTCM, explaining why you are the right candidate for the position.

For any further information please get in touch with Lucy by email on chair@corpachmarina.co.uk

Closing date for application : 31st March 2025

Start date: ASAP following successful interview

1.THE POSITION	
Position Title	<i>Customer and Community Relations</i>
Job Summary	The Customer and Community Relations (CCR) will undertake duties that further strengthen the good relationship that TTCM has with its customers and the local community. Responsibilities include assisting with customers bookings, social media posts, marketing, press releases, and helping with event organisation.
Organisational Structure	The CCR will work alongside the Marina Manager, Assistant Manager and the Volunteer Marina Directors.

<p>Key Accountabilities</p>	<p>The duties and responsibilities are:</p> <ul style="list-style-type: none"> • A welcoming and friendly face of TTCM and the community to all customers using our safe and well managed marine facilities. • Promoting the facility and maintaining high standards of professional service and work towards establishing the Marina's reputation for services and customer relations as exemplary. • Take reservations from boaters, using our online Harba booking tool. Ensure records are kept organised and up to date, including email correspondence. • Posting of social media on the TTCM Facebook and Instagram pages. Suggestions to help improve the content on our website. • Downloading of monthly data from our Harba booking system and SumUp app to provide to the TTCM Finance team. • Assist with local community engagement and boating community engagement through various marketing practices (posters, press releases, emails, short news articles, sponsorship etc) • Support and work with other TTCM staff and volunteers on projects such as promotional, community, and school events. • Assist with grant funding applications. • Promote the environmental standards of the marina in line with the "Green Blue" initiative of the RYA and British Marine. • Abide by the Health and Safety aspects of TTCM's operations • Undertake any training appropriate to the position. • Assist with other aspects of marina operations, when required, and under the direction of the Marina Manager.
<p>Internal & External Interaction</p>	<p>Key relationships internally:</p> <ul style="list-style-type: none"> • Work alongside the Marina Manager/Assistant Manager and Volunteer Marina Directors. <p>Key relationships externally:</p> <ul style="list-style-type: none"> • Offer advice to seasonal berth holders and slipway/berth visitors. • When required, work with local community groups and other organisations to help deliver events organised by TTCM.

2. PERSON SPECIFICATION	
Key Skills & Attributes	<p>We are looking for someone who is enthusiastic, efficient, with high standards and good interpersonal skills to ensure good communication with other staff, customers and general public. The candidate must be able to work independently and show initiative.</p> <p>Training will be given on all aspects of the position; however, it is expected that the candidate will have reasonable computing skills, and be familiar with using social media. Marketing and/or writing short press releases experience would be desirable but not essential.</p> <p>Knowledge of boats and boating is not necessary. Being willing to learn is more important.</p>
Terms & Conditions	<p>Hours of work and days of work are flexible, and can be agreed between TTCM and the successful candidate, but expected between 12 and 16 hours per week. The exact weekly hours may depend on the candidate's particular skill set.</p> <p>The place of work is the Corpach Marina Office although this job does allow some flexibility around home working.</p> <p>During the busy part of the season or as workload demands and finances allow, the hours may be extended by employer/employee agreement.</p> <p>The hourly pay offered will be dependent on the candidates skills and experience. Payment will monthly in arrears through the PAYE system. Holiday pay, Sickpay, Pension provisions and other such employment conditions will all be according to government guidelines or employment law.</p> <p>All terms and conditions will be agreed with the successful candidate and laid out in a written contract of employment.</p> <p>All applicants must be eligible to work in the UK.</p> <p>Start date ASAP following successful interview</p>