

SET YOUR CAREER ON  
THE PATH TO SUCCESS



**PREMIER**  
MARINAS



**BRITISH  
MARINE** 

**INVESTORS IN PEOPLE™**  
We invest in people Gold

# JOIN THE TEAM

## Multiple Roles Available

**Location:** Universal Marina, River Hamble, Hampshire

**Closing Date:** 10<sup>th</sup> December 2021

## Job Description:

### New Year, New Career – Multiple Roles available with Universal Marina!

Following the acquisition of Universal Marina earlier this year, Premier Marinas are looking to expand the marina team in order to deliver a 24-hour operation for our customers. There are exciting plans for the future at Universal and we are looking to recruit into the following roles:

#### Marina Operative

This role is perfect for a customer focused individual with a flexible work ethic and a professional and friendly manner. You will help manage customer queries, understand and deliver excellent customer service and assist in the boatyard and the marina. The successful applicant should be an ambassador of a first class customer experience, be able to work within a team and show balanced decision making and problem solving abilities. This role will involve outdoor working and will include working weekends and bank holidays as part of a rota.

#### Customer Service Advisor

The position of Customer Service Advisor provides a great opportunity for a customer focused individual to join a fast paced team on a busy marina in a great location. Candidates will be required to have:

- The ability to understand and deliver excellent customer service
- A good understanding of enquiry and sales handling
- The ability to learn and use computer software systems
- "A can do" attitude and flexible approach to team work

Although this role will be primarily office based it will also include outdoor working and the rota will provide for working some weekends and bank holidays. Experience and a knowledge of boating would be beneficial but not essential as training, where required, will be given.

#### Night Marina Operative

There are two positions available for this role. As a Night Marina Operative you will be working 12 hour shifts as per the duty rota to include some weekends and bank holidays. The successful candidates may be required to work at other local Premier Marinas' sites. Candidates will be required to have:

- Proven customer service / customer facing experience
- A "can do" attitude and flexible work ethic
- Be able to stay calm under pressure
- Be computer literate

Premier Marinas offer a competitive salary, BUPA cover, online GP service and many other employee benefits as shown below.

We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

Proof of eligibility to work in the UK will be required. Our Applicant Privacy Notice can be found on our website.

**APPLY:** In writing to Tracey Jefkins, Head of HR, supported by a current CV and covering letter describing which role you are applying for and why, along with your salary expectation. Email address: [careers@premiermarinas.com](mailto:careers@premiermarinas.com)  
Successful applicants will be contacted and invited for an interview.

# OUR BENEFITS

We are proud to be able to offer our staff a range of benefits which help promote a healthy mind and body. Throughout our business we recognise the importance of creating a working environment which helps everyone, especially one which allows our staff to develop and learn, that is why one of our main benefits is career and skill development.

- Staff Development & Training
- Flexible Holiday
- Annual Incentive Scheme
- Online GP Service
- Cycle to Work Scheme
- Private Health Care
- Free Berthing
- Free Eye Exams
- Employee Assistance Programme
- RAC vehicle discount



# OUR VALUES

Established in 1994, Premier Marinas Limited owns and operates ten of the UK's most prestigious marinas. Our vision is simple: to be the finest marina operator in the UK by providing our customers with quality marinas in the best locations with first-class customer service. Premier Marinas' core values, represent the endorsed and expected behaviours that underpin the way we operate.

We believe in our values and as such, demonstrating our values to colleagues, customers and other third parties is an expectation placed on all employees.

## OUR CORE VALUES

