

Position details form

1. Identifying information.			
Directorate:	Marketing		
Position name:	Boating Co-ordinator	Numbers of this position:	7
Where located: e.g. N, M, S, W&W	Enf Area	Ops Area	No of positions
	North	1,2,3	1-2
	Wales & West	4,7,8	1
	East Midlands	5,6	1
	South East	9	1-2
	South	10,11	1-2
Acceptable reporting bases:	Within the enforcement area		
2. Level of similarity to existing positions.			
New role – but has similarities with tasks performed by existing Enforcement Co-ordinators, Enforcement Administrators and office based Enforcement Officers (LB004) ? + mooring coordinators?.			
3. Overall purpose of the position.			
Provide office support for all boating teams (enforcement, trade and moorings) to ensure consistency in our processes. This support extends to purchasing all required equipment, organising any training, compiling reports and analysing information across all areas and sharing best practice. Ensure all boating records are accurately maintained			
4. A list of key responsibilities.			
<ol style="list-style-type: none"> 1. Process boat sightings information and, where appropriate convert into enforcement cases. Carry out and monitor these cases in line with the initial stages for both licence and mooring permit enforcement processes. 2. Liaison with 3rd party mooring operators regarding boats at their sites and follow up according – amend SAP records, contact owners etc. 3. Manage the moorings data including online reductions and the allocation of winter mooring berths. Provide early notification to mooring team of potential voids by reviewing sightings and responses to enforcement action and 3rd party mooring location data. 4. Monitor advertisements of boats for hire and check licence status. Send initial letters as required. 5. Create and maintain appropriate personnel records – e.g. Network access, SAP Access, organising and recording training, annual leave and sickness 6. Purchase and management of boating team's equipment (including IT, PPE, uniform, capital expend etc.), including the raising of orders etc 7. Provide information requested by Enforcement Supervisors / Officers dealing with complaints or investigations 8. Ensure that the team is SAP compliant and consistent in its use – identify and train/organise training where required. 9. Brief waterway administrative teams to enable them to provide efficient front-line public and customer enquiry service (including initial EOG and trade enquires). 			
5. Where it fits into the structure.			
Reports to the Boating Support Supervisor and has no direct line management responsibilities. Close working relationship with Enforcement Teams, especially for the corresponding area.			

6. Required capabilities: qualifications, skills, experience, personal qualities

High level of computer literacy, including knowledge of appropriate business software and systems and SAP

Knowledge of British Waterways' enforcement procedures, bye-laws and boat licensing terms and conditions and moorings policies.

High level of customer service skills, ability to deal with complex issues and a variety of customers in difficult circumstances. Ability to communicate effectively both internally and externally to a wide variety of customers and often dealing with difficult issues.

This role requires excellent team working skills, a logical thinker with a positive 'can do' attitude. Must have the ability to work under own initiative and deliver results in challenging situations