

Position details form

1. Identifying information.			
Directorate:	Marketing		
Position name:	Boating Support Supervisor	Numbers of this position:	1
Where located: e.g. N, M, S, W&W	National		
Acceptable reporting bases:	Within an enforcement area		
2. Level of similarity to existing positions.			
New position			
3. Overall purpose of the position.			
Ensure that the boating teams are provided with appropriate office support and the Boating Co-ordinators are efficiently managed using the agreed processes.			
4. A list of key responsibilities.			
<ol style="list-style-type: none"> 1. Manage the staff in your team, including carrying out development reviews, audits, recruitment, discipline, compiling rosters etc and ensure process compliance across full teams 2. Ensure any areas / circumstances not currently covered by national processes are identified and reported to the NEM along with details of any suggestions / changes required to existing processes. 3. Act on analysis of boat movement details to target non compliant boats, including continuous cruisers and mooring overstayers. 4. In line with national guidelines produce reports and follow procedures and processes to ensure consistency. 5. Carry out day to day Boating Co-ordinator duties to cover sickness, holidays and other necessary circumstances. 			
5. Where it fits into the structure.			
<p>Reports to the National Enforcement Manager and has line management responsibility for Boating Co-ordinators. Close working relationship with other Boating teams.</p> <p>Outside the Marketing directorate – key relationships with BLT, Shared Services and Waterway Unit.</p>			
6. Required capabilities: qualifications, skills, experience, personal qualities			
<p>High level of computer literacy, including knowledge of appropriate business software and systems and SAP</p> <p>Knowledge of British Waterways' enforcement procedures, bye-laws and boat licensing terms and conditions.</p> <p>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, often dealing with difficult issues.</p> <p>This role requires excellent team working skills, a logical thinker with a positive 'can do' attitude who has shown an aptitude for man management or project leading.</p> <p>Prepared to travel as Boating Co-ordinator team are spread throughout England & Wales.</p>			