



Fleet Manager

Candidate Information Pack

August 2017

A message from the Chief Executive

Thank you for showing an interest in this position.

UKSA continues to deliver fantastic outcomes across our two key areas of work – Sea.Change and Sea.Careers.

In 2017/18 we will celebrate our 30th anniversary, having provided our services to over 100,000 people, see us further enhancing our financial sustainability, by ensuring our training revenues drive sufficient surplus into the charity thus enabling us to continue to invest in our transformational Sea.Change activities, but also look to the future.

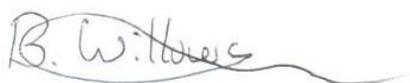
A new fundraising strategy has been developed to support our capital development plans. Some of this now relies on our key relationships with other charities who work with a similar demographic of young people. This partnership approach, which is favoured by funders, allows young people from these charities to visit UKSA for intensive programmes with the aim of helping them to break free from their existing lives and prepare them for other training and work. In addition we are actively seeking donations from individuals, Trusts and corporates who can help support our future sustainability. Since securing a grant for social investment in 2015/16, UKSA has been working towards becoming 'investment ready' for social finance which has allowed us to work with an external provider to build business plans to access social financing. This is integral to developing our capital plan as well as delivering more training to young people in need going forwards.

UKSA has recognised that in order for the charity to continue to develop and maintain its market position, investment is needed at its headquarters in Cowes. The accommodation is tired, inflexible and unsuitable. Creating a new flexible accommodation facility will enable an increase in capacity to maximise income and numbers of young people, and open up other income generating opportunities.

The necessary fundraising has commenced, with the aim to raise £3m to undertake the full refurbishment of the site. We intend to start building the new accommodation facility in the Autumn of 2018.

We have an exciting time ahead and we are looking for individuals who can be pro-active within a fast past and unique environment; who excel at being part of a team, thrive at solving problems and have a desire to be part of UKSA's future and in turn support young people who most need our help.

I look forward to your application.

A handwritten signature in blue ink that reads 'B. Willows'. The signature is written in a cursive style and is underlined with a wavy line.

Ben Willows
Chief Executive

About UKSA

We are a youth charity that uses the power of the sea to transform the lives of thousands of young people each year, from all around the UK. The charity was formed in 1987 by Noel and Sylvia Lister who wanted to educate and enrich the lives of young people, using their experience of the sea, including the infinite challenges and gifts it offers, and the power it holds to make change.

Sea.Change

We provide life-changing opportunities to schools and groups, disadvantaged and disaffected young people who are not in education, employment or training (NEETs) and young offenders. A common theme for many of these individuals is the low expectation they have of themselves and we challenge them to transform and to create opportunities for themselves.

Sea.Careers

We are the world's largest provider of marine training, ranging from watersports instructor, through to training officers working on vessels up to 3,000 gross tonnes. This work cross-subsidises our 'Sea Change' activities.

We are proud of the large number of students who leave us to start their first jobs in the maritime industry, and go onto a lifetime of opportunity.

Application process

Please complete the application form which is available on the website and email it to recruitment@uksa.org

CVs will not be accepted

Closing date: Tuesday 29th August 2017

Date for interview/selection: Tuesday 5th September 2017 at UKSA, Cowes

Selection process: Tour of UKSA site
Panel competency-based interview

Job Description and Person Specification	
Job Title:	Fleet Manager
Reporting to:	Head Of Training
People/Team Management:	Fleet Maintenance Team
Band:	B3
<p>Key Purpose:</p> <p>To be responsible for:</p> <ul style="list-style-type: none"> • Prioritising fleet maintenance to ensure staff and customers safety and the immediate operational needs of the UKSA are met • Tasking maintenance jobs to other staff and monitor their completion • Producing budgets for all craft maintenance • The recording of all maintenance • Managing the workshops and stores • Source and ordering replacement parts as required • Carry out preventative maintenance and servicing • Carry out reactive maintenance as required 	
<p>To be accountable for:</p> <ul style="list-style-type: none"> • Managing planning and schedule maintenance of the UKSA fleet • For the Quality of the UKSA fleet • Providing expert advice on, and contributing to, the development and progress of the UKSA's objectives in respect to the fleet. 	
<p>Fleet Management</p> <ul style="list-style-type: none"> • Manage the day to day maintenance of the fleet so that all regulatory and health and safety legislative requirements are met. • Program any refits, planned or preventative works in consultation with the relevant Heads of Department, managers and teams to minimise potential disruption to other departments and students/guests 	
<p>Regulatory Requirements</p> <ul style="list-style-type: none"> • The coding and licensing of all craft • Liaise with external governing bodies for routine inspections • Maintain all boat files so that these meet requirements 	
<p>Workforce Planning</p> <ul style="list-style-type: none"> • Organise and oversee the daily workload of the teams under management of this post, attending relevant meetings as required • Ensure materials and resources are sourced appropriately, controlling wastage and expenditure within budget constraints • Jointly provide weekend cover on a rota basis with the Fleet Maintenance Team 	
<p>Financial & Performance Management</p> <ul style="list-style-type: none"> • Ensure the delivery of effective performance management, financial control and budget management for areas of responsibility. 	

- Support the preparation of annual budgets for income, expenditure, staffing and capital.

Health & Safety

- Demonstrate a duty of care of your own health and safety and that of other employees, co-workers, customers and other UKSA personnel to help everyone meet our share legal requirements.

Other Duties

- Acting as duty manager from time to time on a rotational basis and taking responsibility as outlined in The Role of Duty Management, issued separately
- Working over the Christmas period to deliver essential maintenance works as required and respond to fleet maintenance emergencies

People/Team Management/Leadership (managing staff)

- Deliver excellent customer service standards by understanding and responding to our customers' changing needs
- Conduct effective and timely 1-1 reviews and appraisals with all staff, ensuring that performance expectations and development needs are challenged and supported
- Facilitate and support staff development to ensure appropriate knowledge, skill, experience and qualifications are in place to meet performance expectations
- Effective management of all staff covering recruitment, induction and orientation, conduct matters, consistent application of statutory requirements and Company Policy and Procedure, contractual terms and conditions, engagement and professional development reviews
- Prepare for and take full part in 1-1 reviews with manager
- Maintain sufficient staff cover to ensure business continuity.
- Ensure appropriate communication, consultation and staff engagement
- Lead by example to promote adherence to all policies and procedures and upholding the Vision, Purpose and Values of UKSA

General

- Comply with and promote UKSA equality and diversity, data protection and health & safety policies and procedures.
- Make a commitment to deliver excellent customer service.

This Job Description and Person Specification is not exhaustive and reasonable flexibility is expected to meet the changing needs of the business; it will be reviewed and may be updated from time to time in conjunction with the post holder.

Person Specification		
	Essential	Desirable
Knowledge:	<p>Operation fleet planning</p> <p>Understanding of H&S relating to workshop and fleet environment</p> <p>Working knowledge of MCA codes of practice</p> <p>Fleet Management</p>	<p>Financial budgeting</p> <p>RYA/MCA training schemes</p>
Qualifications:	4 years' experience as a bosun of marine engineer	RYA Yacht master
Experience:	<p>Management experience in a service-focused or customer-facing environment</p> <p>Project and refit management</p> <p>Financial management and budget planning</p>	Experience of working in a sea school or yacht charter firm
Skills:	<p>Competent re-wiring marine 12v electrics</p> <p>Competent yacht plumber</p> <p>Competent GRP repairs</p> <p>Competent RIB repairs</p> <p>Competent rigger</p> <p>Operational management of staff, including their performance and development.</p>	<p>Operation planning and logistics</p> <p>Good communication skills</p> <p>IT literate</p> <p>Strong customer focus</p>

leet Manager - Key terms and conditions

Salary	<p>£25,250 per annum</p> <p>Payable on 28th of each month</p>
Annual Leave	<p>25 days plus Bank Holidays</p> <p>The leave year runs from 1 December to 30 November</p>
Working Hours	<p>The hours for this role are 40 hours per week worked over 5 days.</p> <p>Some flexibility is expected over evenings/weekends to meet the needs of the business.</p>
Location	<p>This role is based at UKSA, Arctic Road, Cowes.</p>
Pension	<p>National Employment Savings Trust</p> <p>Employer contribution of 1%</p>
Sickness	<p>In the first three months of employment you are entitled to Statutory Sick Pay only, thereafter UKSA will pay up to 6 casual or "waiting" days in any rolling calendar year.</p>
Notice Period	<p>During the probationary period notice will be 1 week and after that 8 weeks after 6 month's continuous employment is required.</p>
Probationary Period	<p>6 months</p>
Disclosure and Barring Service check	<p>Not applicable</p>



We are UKSA

This is how we work

Staff code of conduct: We are one team – collaboration across departments and functions is critical to the success of our organisation and the excellent care and quality of delivery to our clients. Professionalism should flow through everything we do and customer care should be our priority; Professional presentation of staff, site, delivery and service is at the heart of all we do.

Our clients see everything we do

Respect and support your colleagues – "that's not my job" doesn't exist at UKSA
Our organisation expects us to support each other and work together. Our values support this:

- Challenge, have fun and smile
- We take care of ourselves, those around us and this place
- Be part of who we are and help others do the same
- Tell the truth, hear the truth, act truthfully
- 'If not you, who? If not now, when?'

UKSA Dress code

- Staff must adhere to our dress code at all times
- Front of house, maintenance, housekeeping, instructors and lecturers will wear branded uniform
- Smart office wear is expected for all other staff
- Tailored shorts are acceptable in the summer
- Neat board shorts are acceptable for watersports instructors
- No flip flops for any staff.

Phones

- We have a phone policy – it is expected that all staff are aware of it and work within the policy
- Calls should be answered within 3 rings
- Everyone should take their own calls – **it maybe a customer**
- If messages are taken, caller information must be accurate and details should be emailed and passed on
- Employees must take ownership of their answerphone messages
- Personal mobile phones should not be used during working hours – unless it's agreed with your manager or a personal issue that is urgent
- Every office will have an overflow line

Email and letters

- Respond to all correspondence within 3 days
- If you cannot reply fully within that period, contact should be made confirming a realistic timeframe of when a response will be made (maximum of 10 working days)
- Only CC someone into an email if necessary and note that the copied individual/s do not need to action anything
- Conversations should not be taking place over email; email should primarily be used to pass over information – if a discussion is required, face to face or phone communication is preferable
- Email is not there make a record and collect evidence of someone not doing something
- All staff should use the UKSA standard out of office message when not in the office
- Respond to all meeting requests and where possible, meetings should not to be scheduled in over lunch time.
- Where possible, planned meetings / 1-1's should not be cancelled at short notice without prior discussion

Complaints

- Acknowledge the complaint within 24 hours and provide a timeframe for a full response if unable to provide one immediately
- Provide a full response within 10 working days
- Extend the timeframe only where absolutely necessary and an explanation for the delay should be provided
- If you are the person a complaint is raised with then it is incumbent on you to ensure the complaint is resolved to a conclusion

Work Stations

- Free tea and coffee will be provided to all staff in the Lister Kitchen
- A microwave can be used by all staff in the Lister Kitchen
- Hot food is not to be consumed at desks
- There should be no refreshment areas in offices
- Desks / work stations should be left tidy and organised at the end of each day
- Office cleaning standards will be upheld

Smoking

- Staff are only able to smoke in the designated smoking area on site
- Staff are not allowed to smoke outside the front gates and in front of Victory. Staff are expected to ask students not to do this
- There is no smoking on yachts when alongside in marinas (anywhere)
- Staff are not permitted to smoke when out on corporate sailing days

Site, Classrooms & Accommodation

- The rear car park area behind the swimming pool needs to be kept tidy, and available for groups parking when required – it is not used to store staff personal boats, or equipment
- **All staff** are expected to adhere to the lecture room user guide – **all staff** must support this by leaving rooms to the correct standard and layout; it's everyone's responsibility
- If a piece of equipment is left / found in the wrong place then return it to its correct location
- Evening duty staff will set the rooms up and site appropriately for the following day
- Site and fleet workshops must be kept clean, safe and tidy at all times

Timelines and objectives

- Completing work on time is vital for success – timelines for completion of work / projects must always be agreed. If these cannot be met it is not acceptable to let them go past the agreed deadline without prior agreement
- All staff are expected to work within the UKSA objective framework and ensure this is updated and agreed with your manager

Our Clients

- Meeting and greeting our clients is critically important – All staff are expected to make our clients feel welcomed and cared for at all times
- Say good bye! Showing our clients that we care and we want them to come back to us is very important; we must always say goodbye and please come again

