

ROLE DESCRIPTION

DOCKHAND

LOCATION	Primarily Waikawa and Picton Marinas, with Havelock Marina as required - Marlborough Region
REPORTS TO	2IC/ Dockmaster
DIRECT REPORTS	Nil
THE BUSINESS CONTEXT	As Marlborough's regional port, we facilitate a wide range of shipping and marine activities including Cook Strait ferry operations, bulk cargo export, cruise and superyacht visits, aquaculture industry requirements and vessel maintenance. In addition, we operate three significant marinas across the Marlborough Sounds under our Marlborough Sounds Marinas brand. As a team we have a clear vision to lead the way as an environmentally restorative port, driving success for Marlborough. Our strategy is guided by five pillars: People, Planet, Prosperity, Partnerships and Performance. Together, these provide the framework for how we operate, grow, and create value for the region. Through People, we are committed to building a safe, inclusive, and rewarding workplace. Planet guides our ambition to restore and protect the unique environment we operate in. Prosperity reflects our role in supporting and facilitating Marlborough's economy and industries. Partnerships highlight the importance of working alongside regulators, iwi, customers, communities, and stakeholders. Performance ensures we deliver sustainably with discipline, efficiency, and accountability. We are committed to applying our values of Hauora – value well-being, Kaitiakitanga – protect the future, Mahi Tahi – work together, Pono – act with integrity, and Kairangatira – deliver excellence, to everything we do. These values connect our vision and pillars with the way we work every day.
ROLE PURPOSE	The Dockhand assists with the day-to-day operation of Waikawa Marina, ensuring berths, boatsheds, compounds, hardstand facilities and grounds are safe, secure, well-maintained and operating effectively, while supporting marina users with their day-to-day needs. The role is primarily hands-on and outdoors, with some administration responsibilities as required. The role is responsible for: - Delivering exceptional customer service to marina users, visitors, contractors and stakeholders. - Supporting the day-to-day operation, presentation, security and compliance of Waikawa Marina. - Maintaining marina facilities, grounds, equipment and assets, and assisting with hardstand operations. - Promoting Hauora, Kaitiakitanga and continuous improvement across marina operations. <i>As Marlborough Sounds Marinas operates seven days a week, weekend and public holiday work is required.</i>
KEY RELATIONSHIPS	Marlborough Sounds Marinas team, Port Marlborough employees, customers, visitors to the marinas, contractors.

KEY ACCOUNTABILITIES

Customer service

- Interact positively and helpfully with customers (including boat owners, tenants and contractors), helping customers find solutions to their problems.
- Be prepared to advise customers of the Marina rules and regulations, address breaches professionally, maintaining high levels of customer service and satisfaction.
- Assist with the allocation of casual berthage, leasehold berths, boatsheds and secure compounds as required.
- Respond promptly and in a friendly and efficient manner to enquiries, requests and complaints from marina users.

Health, Safety & Wellbeing

- Demonstrate personal responsibility and accountability for Health, Safety & Wellbeing.
- Observe all company Health and Safety policies and the Health and Safety Management System (HSMS).
- Complete corrective and preventative actions within agreed timeframes.
- Promote a positive health, safety and environmental culture and strive for high standards of performance.
- Contribute to the continuous improvement of health, safety and environmental practices.
- Actively identify hazards and ensure appropriate controls are implemented.
- Report all health, safety and environmental incidents, concerns and hazards promptly and accurately.

Marina operations

- Regularly walk jetties and inspect all berths, boatsheds and compounds to ensure vessel security.
 - Inspect recycling compounds, tidy as necessary; initiate service provider to empty facilities if required.
 - Ensure marina facilities, infrastructure, berths, car parks and public areas are clean, secure, well-maintained and free of litter.
 - Monitor and clean the Sea Bin facility.
 - Monitor paid car parking, launching ramp parking and berth holder parking; assist in operation of the overflow parking areas. This may entail issuing notices of breach of terms and conditions and clamping where breaches are repeated.
 - Undertake cash or other revenue collection from revenue points within the marina, fully complying with all company policies and procedures for handling of cash and electronic revenue collection.
 - Read power, water and/or other meters; record data as required.
 - Assist with compliance within the marina (including vessel warrants of fitness, environmental matters).
 - Undertake grounds maintenance including mowing and maintenance of gardens and plantings.
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	Report faults, damage and incidents involving marina infrastructure, plant and equipment.
Plant and equipment	- Maintain Waikawa Marina equipment sheds, stores and equipment in a tidy, organised and serviceable condition. - Keep mowers, trimmers, spray units, hand tools and other operational equipment maintained and ready for use, arranging servicing as required. - Assist in maintaining marina vehicles and work boats in a safe, tidy and operational condition. - Identify, report and arrange repair of faults or damage to equipment, vehicles, facilities and marina infrastructure as required.
Hardstand operations	- Assist the Hardstand Operators in operational haul-out and hardstand duties as required, including but not limited to: - Assist in preparation of vessels for haul-out - Water-blast vessels - Spot for Travelift movements - Prepare cradles to receive vessels - Maintain hardstand areas in a clean and tidy condition - Assist in plant maintenance activities
Higher Duties: Acting Marina Manager	When appropriately trained and as required, take sole charge responsibility (recognised and remunerated as a higher duty role).
Administration	- Assist with marina administration using marina management systems and other online resources as required, including: - Administering hardstand bookings and associated documentation. - Allocating berths, boatsheds and compound spaces for casual users. - Undertaking other administrative tasks as required from time to time.
Professional development	Undertake all training programmes, development and coaching opportunities that are provided, either specific to the role or across the wider team.
General Duties and Emergencies	- Participate in project teams and cross-business initiatives as required. - Respond to out-of-hours emergency call-outs if requested. - Undertake any other duties reasonably required from time to time consistent with the purpose of the role.

COMPETENCIES REQUIRED

Hauora Wellbeing	- Help build a positive health, safety and wellness culture across the company. - Get personally involved in challenging unsafe behaviours and practices at all levels proactively addressing safety issues. - Report events, trends, performance indicators, corrective actions and initiatives.
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	• Genuinely care about people.
Mahi Tahi Working Together	• Develop a high performing team through creating strong morale and spirit in the team. • Demonstrate empathy. Act fairly. Trust people to perform. Foster open dialogue and collaboration within teams. • Develop highly effective relationships with all internal and external customers. • Involve others in planning, decision-making and problem solving. • Think about and take action to improve team dynamics, achievements and abilities. • Proactively builds effective working relationships with others. • Works effectively and cooperatively with others to achieve results and wider team goals. • Is willing to learn from others and values their expertise. • Supports team decisions and shares information willingly. • Feels accountable for the performance of the team. • Actively listens and accurately understands and responds to others' perspectives.
Kaitiakitanga Guardianship	• Help build a culture where we look to reduce our environmental impacts. • Look for ways to balance the needs of people, planet, prosperity and partnerships in decision making.
Pono Integrity	• Act fairly and with integrity. • Foster open dialogue and collaboration. • Admit mistakes – own shortcomings. • Seek feedback. • Deals honestly, fairly and consistently with colleagues and customers. • Delivers on commitments and is transparent about challenges or limitations.
Kairangatira Deliver Excellence	• Be committed and driven in meeting the expectations and requirements of internal and external customers. • Establish and maintain effective relationships with stakeholders to gain trust and respect. • Act with the customers/stakeholders in mind. • Remains enthusiastic and resilient through challenges and setbacks. • Maintains energy and momentum, bringing new ideas and motivation to tasks and the team. • Takes responsibility for duties with minimal supervision. • Makes sound decisions within their area of responsibility and resolves problems with minimal guidance.

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- Reviews current practices and contributes to continuous improvement.
 - Seeks assistance and expertise from others when required to achieve the best outcome.
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SKILLS, KNOWLEDGE, EXPERIENCE

- Demonstrates cultural awareness and respect, including understanding of Te Tiriti o Waitangi and engagement with iwi.
 - Excellent verbal and written communication skills.
 - Strong relationship management skills across a diverse range of stakeholders.
 - Highly developed analytical, problem-solving and business acumen skills.
 - Demonstrated customer service experience.
 - Full NZ Driver's Licence (Heavy Trade Licence desirable).
 - Physically fit and able to undertake manual tasks in all weather conditions.
 - Mechanical aptitude and/or experience operating heavy plant advantageous.
 - Ability to manage multiple priorities and adapt to changing work demands.
 - Ability to undertake computer-based administrative tasks as part of daily work.
 - Familiarity with boats and boating advantageous but not essential.
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