

**Job Title:** Harbour Support Officer

**Reports to:** Harbour Master

**Location:** Harbour Office, Itchenor, Chichester, West Sussex

**Salary:** Grade 7 (scp 14-19) £28,624 - £31,067

**Hours:** Permanent Full-time hours (37hrs per week)

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## About the Role

As a Harbour Support Officer, you will provide essential support to both the harbour and reception teams, ensuring the efficient day-to-day operation of a busy harbour office. This customer-facing role requires a motivated and driven individual with strong communication and problem-solving skills, as well as a good knowledge of Chichester Harbour. In addition to assisting harbour users, you will provide administrative support to the harbour team to ensure compliance with safety and operational regulations.

## Key Responsibilities

- Assist with the allocation of jetty berths, ensuring smooth and effective management of harbour space.
- Provide maritime knowledge and support to the reception team, helping visitors and harbour users with queries and guidance.
- Deliver excellent customer service, handling face-to-face and telephone enquiries professionally and efficiently.
- Support administrative tasks related to harbour operations, including updating Harbour Assist, issuing plaques, and assisting with annual invoice runs.
- Coordinate with harbour staff to maintain an orderly and safe environment for both commercial and leisure users.
- Work proactively and under pressure to resolve challenges and support daily operations effectively.
- Provide administrative support for the harbour team, including management of the Safety Management System, risk assessments, Port Marine Safety Code compliance, mooring management, vessel licensing, and handling building maintenance requests.
- Provide ad hoc cover for reception duties, ensuring seamless customer service during busy periods or staff absences.

## Essential Requirements

- Good knowledge of Chichester Harbour, including local maritime regulations and navigation.
- Excellent communication skills, both verbal and written, with a professional telephone manner.
- A proactive and self-motivated approach, demonstrating the ability to use initiative and adapt to changing priorities.

- Team player with the ability to collaborate effectively in a dynamic environment.
- Ability to handle pressure while maintaining a high standard of service and problem-solving capabilities.
- Excellent IT skills, including proficiency in relevant software and data management systems.

### **Desirable Skills & Qualifications**

- Experience in a maritime or customer-facing role.
- Familiarity with Harbour Assist, MARNIS and related administrative tools.
- Powerboat Level 2 certification.
- VHF radio operator qualification.
- First aid certification.