

JOB DESCRIPTION

Position:	Cluster Manager (Holland)
Location:	Vinkeveen and overlooking Hindeloopen
Department:	Operations
Salary:	<i>Excellent salary and package, subject to experience</i>
Start Date:	ASAP
Contract type:	Permanent
Hours:	38 hours p/week
Line Manager:	Regional Operations Manager

Le Boat, part of Travelopia, is Europe's leading provider of inland waterway boating holidays. Currently operating in eight countries, with a fleet of over 900 charter boats, we attract customers from all over the world. Established for 50 years, we are passionate about providing outstanding quality and service. Please visit our website for more details www.leboat.com

Mission

You are passionate about delivering world-class customer service and you are looking to join a great team within a successful and growing business. You are ambitious and as excited as we are about our plans to develop and grow the Le Boat business.

At a glance

This is a fantastic opportunity to join the senior Le Boat Operations team.

Due to significant Holland growth, we are looking for a highly experienced Manager to help stabilise the current team, deliver a great customer experience and help develop and progress Holland as a destination.

You will develop the team, overcoming operational challenges and continuously improve results whilst identifying/implementing new growth initiatives.

We are seeking a strong, enthusiastic, flexible and experienced Manager with skills and ability that will be well suited to working independently and on your own initiative.

Main Duties

- Manage and take full ownership of Le Boat operations in Holland (be ready and willing for the region to expand!) including but not limited to base facilities, buildings, the fleet, the team, the customers and our suppliers/partners in the region.
- Take a hands-on approach, trouble shooting and improving certain areas of the operation.
- Recruit, train, support and develop an exceptional team of people to work on the fleet and deliver great service to our customers.
- Manage staff performance, grievances and disciplinary action with support from HR.
- Maintain the fleet to the highest of standards in terms of presentation to the customer and reliability.
- Be the link between the Base Technical teams and the Technical Manager of the region.

- Ensure that all Technical procedures are in place and are strictly followed.
 - Ensure that all Technical teams are fully equipped in order to allow the traditional maintenance of the fleet in optimal conditions.
 - Ensure that the Technical teams are fully equipped and trained according to the Health & Safety rules of the country.
 - Ensure that the stocks of Technical parts are consistent and sufficient in order to allow the traditional maintenance of the fleet in optimal conditions.
 - Analyse the call out forms and maintenance records to identify needs and take a more proactive approach.
 - Join and assist the Regional Manager with fleet visit.
 - Ensure base and boating operations are fully compliant with regulations and industry best practice, following company policy at all times.
 - Develop a full set of local operating procedures and policies ensuring employee and customer Health and Safety is at the forefront of what we do.
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- Ensure adequate staffing levels are in place to cover operational requirements.
 - Ensure service and information provided at check in/out is best in class.
 - Ensure boats are turned around and presented in pristine condition according to bookings.
 - Ensure boat briefings and customer training is conducted to a high standard and that customers leave feeling confident with their boat.
 - Ensure proper support is in place for customers throughout their cruise in terms of technical assistance, breakdown call outs and general tourist/boater information and advice.
 - Follow and meet company objectives:
 - Improve the customer experience
 - Ensure customers complete satisfaction questionnaires at the end of each charter and that scores are in line with targets (with particular regard to service and boat scores).
 - Pro-actively work to avoid complaints and compensation, resolving all issues raised locally immediately.
 - Deliver revenue
 - Ensure all technical problems are avoided where possible and when they do occur that they are resolved immediately to ensure the boats are available to charter throughout the season.
 - Maximise all opportunities with your customers in terms of up-sell of ancillary services, hire equipment and merchandise.
 - Control costs
 - Manage costs within allocated budgets (with particular regard to staffing, spares and maintenance and turn around costs).
 - Contribute actively to budget planning and capital investment programme.
 - Work with and support your colleagues in other departments and areas of the business.
 - Regular travel, visiting your teams, bases, suppliers and partners.
 - Support and lead wider company projects as part of your objectives.

Skills Required

- Ambitious, enthusiastic, strong management skills and experience.
- A great organiser and leader of people.
- Excellent interpersonal skills with ability to build internal/external relationships and teams who can deliver exceptional service to customers.
- Commercial mind-set with a track record of delivering results (successfully controlling costs, achieving sales targets and improving customer service).

- Excellent PC skills (PowerPoint, Word, Excel, Outlook).
- Able to work with deadlines, targets and objectives.
- Able to work independently and on own initiative.
- Willingness and flexibility to travel regularly.
- Previous management experience in the tourism industry would be advantageous.
- Fluency in various languages (English/Dutch favourable).
- Great enthusiasm for holidays and the Le Boat product.
- Managing projects and setting up/launching a new operation would be advantageous.
- Excellent organiser with the ability to be calm and efficient in a busy demanding working environment.
- **Strong boating knowledge and experience.**
- Marine Technical/Maintenance skills and experience.

Application

Please apply by using the application form on our website or by sending your CV and cover letter to :
jobs@leboat.co.uk