

Boat Operator & Engineer

Reports to: Head Boatman & Harbour Master

Salary: £31,382

Hours of work: 45.4 hours/week average over Monday to Sunday

The role

The Boat Operators provide a safe and efficient boating operation for visitors, island residents, contractors and staff. The Engineer provides additional support to the Head Boatman & Harbour Master on marine engineering matters, liaising with contractors as appropriate. This role sits at the heart of island life and directly supports St Aubyn Estate's purpose to sustain the vitality of the Estate and its communities, preserve the character of St Michael's Mount and protect the landscapes, habitats and heritage in our care.

St Aubyn Estates' five core values - Honest, Considerate, Energetic, Responsible, Resourceful - are fundamental to how the boat team operate. You will be expected to live these values in every aspect of the role, from safety reporting and visitor interactions to engineering decisions and community duties.

Areas of responsibility

Boating

- Work as part of the boat team, providing outstanding, welcoming and professional service to all boat users at all times.
- Learn the geography of the landing stages across different tidal heights and weather conditions to make safe, value led operational decisions.
- Take a proactive approach to planned and reactive maintenance on the amphibious vessel and boats, including bespoke hydraulic systems, and record work honestly and transparently.
- Work closely with the Head Boatman to plan scheduled maintenance that ensures continuity of service for residents and visitors.
- Assist with cleaning and upkeep of the landings, causeway and harbour area with pride and respect for the environment.
- Maintain fitness to pass a Seafarer's medical and set an example of personal responsibility for safety and wellbeing.
- Report incidents and near misses openly and constructively to enable learning and improvement.

Vehicles

- At the request of the Change House, carry out vehicle transport for island residents and visitors or staff with mobility needs; act considerately when assisting passengers.
- Assist other Mount departments with stock transportation and bring post and deliveries to the Mount from mainland post stores, sharing information clearly.
- Hold a full UK driving licence and follow all vehicle safety and loading procedures.

Customer Service

- Wear the appropriate uniform and personal protective equipment; represent the Estate as a responsible ambassador.
- Be friendly, helpful and approachable; answer visitor questions accurately or direct them to the right colleague.
- Use initiative and an energetic, resourceful approach to resolve customer issues.

Health & Safety

- Be familiar with emergency and first aid procedures and act when required to play a part in an incident.
- Be vigilant for hazards and report them promptly.
- Work to standard operating procedures and relevant risk assessments including COSHH.
- Attend necessary training and share learning with the team to raise standards across the department.
- Take ownership of team safety and support others to follow safe systems of work.

Community and Operational Duties

- Live on the island and be part of the Island community duty rota, including weekend and evening boating, coordinator or fire duties.
- Support the community by responding to emergency situations outside of normal working hours.
- Contribute to a supportive island culture by mentoring colleagues, sharing knowledge and joining team briefings.
- Cover colleagues during holidays or sickness with a can-do, resourceful attitude. This means you may occasionally be asked to take on tasks outside the normal scope of your job.
- Undertake other reasonable tasks requested by the Head Boatman & Harbour Master, Deputy Harbour Master, Head of Operations or the St Michael's Mount Duty Manager.

Person specification — skills, experience and values

Qualifications and experience

RYA, MCA or equivalent small craft qualifications; marine engineering or mechanical experience desirable.

Practical experience of commercial boat operation or similar; experience with hydraulic systems is an advantage.

Full UK driving licence.

Ability to pass a Seafarer's medical.

Behaviours and cultural fit

Honest: raise issues openly, own mistakes, provide clear and accurate records and build trust across the team.

Considerate: treat visitors, residents and colleagues with respect, patience and courtesy; communicate clearly and supportively.

Energetic: bring a positive, proactive attitude; use initiative to keep services running smoothly and suggest improvements.

Responsible: be punctual, reliable, safety focused and prepared to make difficult but necessary decisions.

Resourceful: remain calm under pressure, solve problems practically, seek help when needed and share solutions with the team.

Practical requirements

Comfortable living on the island and working a rota across Monday to Sunday.

Physically fit for the demands of the role.

Flexible, team oriented and willing to support the wider Estate activities when required.

What we offer

- Salary: £31,382.
- Hours: 45.4 hours/week average across Monday–Sunday.
- The opportunity to work on a unique historic Estate, contribute directly to the island community and develop technical and customer service skills within a values driven organisation.
- The position requires you to live on the island, with free accommodation provided in a tied cottage.