

Job Title: Assistant Location Manager

Department: Operations

Reports To: Location Manager

Summary:

We are seeking an experienced and results-oriented Assistant Location Manager to join our team at GoBoat. As an Assistant Location Manager, you will play a pivotal role in spearheading the operational excellence of our locations, fostering a culture of exceptional customer service, and spearheading the implementation of innovative business processes to enhance efficiency and drive growth. With your proven track record of leading high-performing teams, you will be responsible for ensuring the health and safety of our locations, upholding the highest standards of boat maintenance and customer training, and championing sustainable operational practices. Your boating expertise, organisational prowess, and leadership acumen will be instrumental in driving the continued success of our company.

Minimum Qualifications:

- 2+ years of experience in a related field, with a demonstrated ability to lead and manage teams effectively
- Exceptional communication and interpersonal skills, fostering positive working relationships with staff and customers alike
- Ability to work independently and autonomously while seamlessly collaborating with team members
- Proven ability to thrive in a fast-paced, dynamic environment and handle multiple priorities simultaneously
- Willingness to work flexible hours, including weekends and holidays, to ensure seamless coverage
- Deep passion for the outdoors and customer satisfaction
- Rational and systematic approach to overcome challenges

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- Technological proficiency and ease with utilising various software applications

Preferred Qualifications:

- Prior experience in the boat rental or hospitality industry
- Valid driving licence

Key Responsibilities:

- Spearhead the day-to-day operations of your location, optimising processes and maximising efficiency
- Oversee the health and safety of your location, ensuring strict adherence to all regulatory standards and procedures
- Implement and enforce new business strategies to enhance operational efficiency, drive revenue growth, and expand market reach
- Lead a team of staff, providing comprehensive training, guidance, and performance management
- Cultivate a customer-centric culture, ensuring exceptional customer service experiences at all touchpoints
- Monitor the location and condition of boats throughout the day, ensuring their availability and optimal performance
- Ensure the prompt resolution of customer issues
- Support the maintenance of a well-stocked inventory of supplies, ensuring adequate availability for customer needs
- Oversee the service and maintenance of electric engines, ensuring their smooth operation and longevity
- Undertake cosmetic maintenance and repairs on boats to maintain their pristine condition
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- Implement sustainable practices across all operations, minimising environmental impact
- Proactively identify and implement opportunities for improvement, driving continuous growth and innovation
- In the absence of the Location Manager, you will be tasked to ensure all works and responsibilities handed over are taken care of

About GoBoat:

We are a rapidly expanding and innovative company committed to democratising access to the UK's waterways. Our diverse fleet of self-drive day boats caters to a wide range of customers, from families and friends to couples and groups. Our boats are fully electric, allowing you to enjoy your day out without compromising environmental sustainability.

Why Work For Us?

- **Competitive salary and benefits package:** We offer the London Living Wage as a minimum to all employees. Benefits include access to our pension scheme, paid holidays, and the opportunity to earn more using our commission incentive scheme.
- **Friendly and supportive team:** We're a close-knit crew who are always there to help each other out. We have regular staff socials to build camaraderie and foster a fun working environment.
- **Grow your skills:** We're not just about work, we're about your growth too. We offer a practical skills based course, led by a RYA approved instructor.
- **You love the outdoors like we do:** Our roles put you in the heart of serene, yet energising locations surrounded by the natural beauty of water. Whether you're a sun-seeker or a fresh-air fiend, we think you'd love being a part of GoBoat.
- **Make a difference, every day:** We're not just another company, we're a force for good. Our commitment to sustainability means your work will make a real difference in the world.

If you are a driven and experienced individual with a passion for boats, customer satisfaction, and operational excellence, we encourage you to apply. Join our dynamic team and play a pivotal role in shaping the future of GoBoat as we revolutionise the UK's waterways experience!