

Job Description

Job title	Marine Assets Technical Support Officer
Directorate	PLACE : Regeneration, Culture and Environment
Division	FM & Capital Projects
Range	Range 4
Reports to	Marine Assets Manager

Main purpose of the job:

To support the effective day-to-day management and operational oversight of the Council's marine assets, with a particular focus on the maintenance and smooth functioning of Sun Pier, Rochester Pier, and Gillingham Pier (Draw Dock) and regular inspections of flood defences at Rochester Riverside and Strood Riverside. The postholder acts as a point of contact for berth holders, tenants, and visiting vessels, ensuring that the piers are safe, well-maintained, and welcoming for both community use and maritime operations. This includes asset inspections, coordinating maintenance works, supporting community events, and liaising with internal departments, external maritime agencies and visiting ships to uphold safety, compliance, and service standards. Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Identify, commission, and oversee maintenance works across flood defences at Rochester Riverside, Strood Riverside and facilities at Sun Pier, Rochester Pier, and Gillingham Pier, including associated maritime infrastructure such as walkways, steps, and utilities. This will also include ensuring timely repairs, managing suppliers, and processing related payments to maintain the safety and usability of these assets.

Act as a point of contact for berth holders and warehouse tenants, managing day-to-day enquiries, facilitating regular meetings, and ensuring effective communication to support a positive user experience across all three piers.

Undertake berth holder administration, such as maintaining accurate records of berth allocations, updating annual fees, verifying insurance documentation, overseeing the waiting list for Gillingham Pier and liaising with the finance department to set up new accounts and recover outstanding payments in order to support operational efficiency, financial management, and meet customer service expectations.

Work with the council's Enforcement Team to tackle unauthorised mooring by attending joint site visits and being witness to issuing 'Notice to Quit' documentation and work with the legal department to obtain court

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orders and attending evictions alongside bailiffs if necessary. This will also include resolving issues related to abandoned boats and recovering lapsed mooring fees.

Support the Council's events team by providing operational advice and assistance for community events and activities held at the piers, coordinating access, ensuring safety measures are in place, and liaising with relevant stakeholders to facilitate smooth event delivery.

Carry out weekly visible inspections of all three piers, reporting issues such as vandalism, graffiti, or missing safety equipment and undertake liaison with volunteer pier master's and external agencies including the Maritime and Coastguard Agency, RNLI, HM Customs, and Peel Ports to support safety, communication, and incident reporting.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Marine Assets Manager

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

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The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- A minimum of 5 GCSEs including Maths and English at Grade 4-9 or equivalent

Level B (in addition to level A criteria)

- Level 3 qualification in relevant field.
- CPD commensurate with the level of the role

Level C (in addition to levels A and B)

- Level 4 Diploma in Facilities Management, Port Operations (or equivalent)
- Qualified in First Aid

Knowledge

Level A

- Basic understanding of river Medway and estuary, maritime environments and infrastructure, including piers, moorings, flood defences and associated utilities.
- Awareness of health and safety practices relevant to public access areas and marine settings.
- Familiarity with administrative processes such as record-keeping, reporting, and customer service.
- Familiarity with local government operations, particularly in asset management and enforcement.
- Knowledge of berthing and mooring regulations, including legal processes for evictions and abandoned vessels.
- Awareness of event safety protocols and stakeholder coordination.

Level B (in addition to level A criteria)

- Working knowledge of maintenance planning and delivery for maritime assets, including the ability to identify defects and coordinate repairs.
- Understanding of legal processes related to mooring enforcement, including issuing notices and supporting court actions.
- Knowledge of financial procedures such as invoicing, fee recovery, and liaising with finance departments.
- Familiarity with local government operations, particularly in asset management and enforcement.
- Awareness of event safety protocols and stakeholder coordination.

Level C (in addition to levels A and B)

- In-depth knowledge of local authority responsibilities in managing public maritime infrastructure, including pontoons, quaysides and sheet pile flood walls.
 - Strong understanding of stakeholder engagement, including working with berth holders, tenants, and external agencies such as the Environment Agency, Natural England and the Marine Management Organisation.
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Experience

Level A

- Experience gained in a structured operational environment with exposure to vessel operations, safety procedures, and basic maintenance routines.
- Familiarity with working as part of a team in dynamic and sometimes high-pressure settings, with a strong focus on discipline, communication, and task completion.
- Experience in supplier management, including commissioning works and processing payments.
- Background in customer service or tenant liaison, handling enquiries and maintaining records.

Level B (in addition to level A criteria)

- Hands-on experience managing or maintaining maritime infrastructure, including piers, quaysides, flood defence inspections, or vessel berths.
- Demonstrated ability to carry out inspections, identify hazards, and coordinate minor repairs or maintenance tasks.
- Experience liaising with different departments or units to ensure operational readiness and compliance with safety standards.
- Involvement in community events coordination or operational support.
- Experience working with volunteers, community groups, enforcement teams, legal departments, and external organisations to deliver shared outcomes

Level C (in addition to levels A and B)

- Substantial experience in managing maritime or similar infrastructure within a local authority or public sector context.
- Demonstrated ability to lead stakeholder engagement, including berth holders, tenants, and external agencies.
- Experience supporting event delivery in public spaces and managing complex operational challenges involving compliance, safety, and enforcement.

Skills

Level A

- Good IT and administrative skills, including use of Microsoft Office packages
- Holds a current driving licence and has access to a vehicle
- Ability to work effectively both independently and as part of a team
- Flexible and practical approach to unexpected situations
- Willingness to learn and develop new skills relevant to the role
- Strong communication and interpersonal skills to liaise with berth holders, tenants, contractors, and council teams.
- Good attention to detail for inspections, documentation, and compliance.
- Ability to work independently and proactively, often outdoors and across multiple sites.

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Level B (in addition to level A criteria)

- Good organisational and finance skills, including basic budgeting and fee processing
- Ability to deal respectfully and effectively with internal and external customers, including handling complaints
- Ability to manage time and priorities effectively in a varied operational environment.
- Problem-solving and decision-making skills especially in dealing with unauthorised mooring or safety issues.

Level C (in addition to levels A and B)

- Demonstrable ability to work within recognised procedures and independently resolve issues where no set process exists
- Capable of making informed decisions in the absence of direct supervision, ensuring continuity of service
- Strong problem-solving skills with a proactive approach to operational challenges
- Ability to interpret and apply relevant legislation, policies, and procedures to ensure compliance and effective service delivery.