



# GENERAL MANAGER VACANCY PACK

This pack contains all the information you need to apply, including:

## **APPLICANT LETTER**

Details on how to apply, plus closing date and interview date(s).

## **USEFUL INFORMATION**

Details on our Diversity Policy statement, how we use CVs, short listing and pre-employment checks and UK Identification requirements.

## **SITUATION, TERMS & CONDITIONS SUMMARY**

A summary of remuneration, terms & conditions and background to the post.

## **JOB DESCRIPTION**

A breakdown of the vacancy, including the purpose of the job, requirements, duties and responsibilities.

## **PERSON SPECIFICATION**

A list of criteria that potential candidates should aim to meet.

## **APPLICATION FORM**

Applicants are encouraged to complete electronically and return by e-mail. Please just return the completed application form and your CV. Please do not include the first five pages of this pack with your application.



**ESSEX**  
**WATERWAYS**  
LIMITED

Dear Applicant

**General Manager**

**Salary: up to £50,000 per annum plus 8% pension contribution.**

**Location:** Paper Mill Lock, North Hill, Little Baddow, Chelmsford, CM3 4BS

Thank you for your enquiry regarding our advertised vacancy for the General Manager for the Chelmer and Blackwater Navigation. An application form is enclosed, together with a job description and person specification.

If you require any further information about this position, please contact me.

Please complete the enclosed application form in dark blue or black ink. Please refer to the person specification when completing the form. Your completed application form should clearly describe how you meet the criteria that have been identified as being necessary for this post, as this will form the basis of short listing candidates. You are encouraged to enclose a CV, as this will be referred to for supplementary information; however, please ensure that all the questions asked on the application form are fully answered.

Completed forms should be returned by email to [jobs.essex@waterways.org.uk](mailto:jobs.essex@waterways.org.uk) or by post, for my attention, to the address below. Forms submitted electronically should be in either MS Word or pdf format, as attachments to e-mails. We will endeavour to acknowledge the receipt of all completed applications promptly. If you do not hear from us within seven days, it is likely your submission has not been received. The closing date for receipt of completed application forms is 9.00 a.m. on Monday 15<sup>th</sup> February 2021. We intend to hold video meetings (via Zoom or similar) with short listed candidates during mid-February, and then interview in person for a reduced short list by the end of the month.

As a company operating for public benefit, we try to keep our administrative costs to a minimum, so responses to all applications are made by e-mail. Please ensure you have included a valid e-mail address with your personal details on the application form.

We look forward to receiving your application in due course.

Yours sincerely

Neil Edwards  
Director and Company Secretary

Essex Waterways Ltd  
Island House  
Moor Road  
CHESHAM  
HP5 1WA

# USEFUL INFORMATION

## **ESSEX WATERWAYS LTD**

Essex Waterways Ltd is a wholly owned subsidiary of The Inland Waterways Association. The Company was formed in 2005 to run, manage and maintain the Chelmer and Blackwater Navigation for public benefit. All revenue earned by the company is re-invested in the Navigation. As a wholly owned subsidiary, the recruitment policy of Essex Waterways Ltd is compatible with that of its parent, The Inland Waterways Association, as per the policies set out below.

## **CHELMER & BLACKWATER NAVIGATION**

The Chelmer and Blackwater Navigation runs from Springfield Basin (Chelmsford) to Heybridge Basin, 14.5 miles to the east, dropping the water level nearly 80 feet using 12 locks, all of which are operational. The Navigation runs through some of the most picturesque countryside of central Essex and it is Essex Waterways Ltd's responsibility to maintain and enhance this for public benefit.

## **USE OF CURRICULUM VITAE (CV)**

Our policy is to recruit and employ our employees based on their suitability for the work to be done. An application form allows us to compare individuals based on like for like information and as such we do not normally accept a CV on its own without a fully completed application form.

## **DIVERSITY POLICY STATEMENT**

Essex Waterways Ltd aims to ensure that all staff, volunteers, partners, clients, contractors, members and the public are treated fairly. Unless it can be shown to be justified, this will be regardless of sex, sexual orientation, gender re-assignment, marital or civil partnership status, race (including colour, nationality, ethnicity, or national origin), disability, medical status, age, religion or belief, political opinion, social or economic status, or ex-offender status.

## **SHORTLISTING**

IWA is an equal opportunities employer and we are committed to ensuring all applications are treated fairly. Applications are sought only from those eligible to work in the UK in the first instance.

All applications are subject to our short-listing process, where we only assess information provided against the Person Specification. If you are short-listed, we will contact you and invite you to attend an interview.

If you supply us with a valid e-mail address, we will endeavor to advise you if you have not been shortlisted. If this is the case, please do not be discouraged from re-applying for other posts, as your skills and experience may be just what we need for our next vacancy. We also have a number of volunteering opportunities across the organisation.

## **PRE-EMPLOYMENT CHECKS**

All offers of employment are made subject to the following criteria:

- Proof of eligibility to work in the UK
- Proof of UK Residency
- Minimum of two references satisfactory to Essex Waterways Ltd, one of whom should be from a recent previous employer.

## **SITUATION, TERMS & CONDITIONS SUMMARY**

The General Manager is head of the paid staff on the waterway, and is responsible for the day-to-day running of all aspects of the Navigation. Although a subsidiary of The Inland Waterways Association, Essex Waterways Ltd is a small organisation with large responsibilities; resources are scarce and the organisation is reliant upon the goodwill and generosity of a wide range of volunteers and support of the wider community. The post of General Manager is a substantial commitment and responsibility. It should be considered more a way of life than just a job. The post-holder will be a pillar of the local community, available and able to deal with emergencies at all times. Weekend, bank holiday and evening work is likely to be essential, for which time-in-lieu will be allowed. The post-holder will require initiative, resourcefulness and life-experience, and should not be afraid to get their hands dirty with practical work.

In addition to the General Manager, the company employs a lockkeeper at Heybridge Basin, three lengthsmen, a trip boat manager, an administrative assistant, cleaners, residential caretakers who live on their boats at mooring sites, a part time seasonal team who skipper and crew our trip boats and provide catering and other support both on the boats and generally at Heybridge Basin. The General Manager is supported by a knowledgeable and experienced board of directors, who will be on hand to provide background information, local contacts, encouragement and practical support.

The Chelmer & Blackwater Navigation is widely recognised as being well-run and is looked upon as a good example of engaging the community in running a successful waterway and raising standards where others before have tried and not been successful. The position of General Manager is key to the successful continuance of the Navigation, and is a demanding position requiring full attention.

The salary offered reflects the charitable nature of the organisation, the lifestyle choice of such a post, and the benefits of flexible working arrangements. The post is unsuited to anyone primarily interested in financial gain or a simple 9-to-5 Monday-to-Friday job. The Company, however, recognises the financial constraints of living in Essex, and seeks to offer a fair remuneration and conditions:

- Salary up to £50,000 per annum for the right candidate (based on a 35-hour week).
- 25 days annual leave plus public holidays.
- Contribution to pension scheme (8% of basic salary per annum).
- Relocation expenses may be payable for the right candidate.
- Flexible working arrangements.
- Time off in lieu for 'out of hours' working.

As well as the small team of dedicated, well-motivated and skilled employees, the Navigation is supported by a growing hard-working band of loyal volunteers from near and far. Ultimate responsibility for the Company's management lies with a board of directors, who are appointed by the trustees of The Inland Waterways Association. The General Manager reports to the board of directors, who each have their own areas of expertise and provide active 'hands on' support.

Administration services for Essex Waterways Ltd are provided at Paper Mill Lock and under contract by IWA Head Office at Chesham. These include bookkeeping, collection of moorings and rental income, archives, some personnel work including salaries and pension payments.

# **JOB DESCRIPTION**

<b>Job title:</b>	<b>General Manager</b>
<b>Employer:</b>	<b>Essex Waterways Ltd</b>
<b>Work Location:</b>	<b>The Chelmer and Blackwater Navigation, which has its main office at Paper Mill Lock, near Little Baddow</b>
<b>Post holder reports to:</b>	<b>Chairman and Board</b>
<b>Reporting to post holder: (some indirectly)</b>	<b>Full-time staff (5): Heybridge Lockkeeper, Boat Manager senior lengthsmen and two lengthsmen, Part time and seasonal staff (18): Administration Assistant, Catering Manager, residential caretakers and cleaners, assistant lockkeeper and administrative support, sales kiosk staff, skippers and crew for trip boats.</b>

## **Overall purpose of the job:**

Essex Waterways Ltd is responsible for maintaining and operating the Chelmer and Blackwater Navigation for public benefit. It is the manager's role to ensure that the day-to-day management of the Navigation is carried out in a safe and efficient manner.

- Responsible for the overall management of the Chelmer & Blackwater Navigation and all land and property under the management of Essex Waterways Ltd (24 hours a day, every day).
- Responsible to the board of directors for all Health & Safety compliance and welfare of all employees, volunteers and visitors to the waterway.
- To keep the Navigation open for use by boaters, canoeists and anglers, and act as a point of contact.
- Preparation of project plans, financial budgets, CDM Regulations paperwork, method statements and risk assessments for all work and activities on the waterway.
- To make sure the waterway, towpath and rights of way are safe for public use, and to ensure compliance on the Navigation with all relevant legislation and Health & Safety Executive guidance.
- Provide support, instruction and supervision for all other employees on the Navigation where necessary.
- Engage contractors to undertake work beyond the scope or safe working ability of employed staff.
- Overall responsibility for the management of the Company's trip boats, including catering operation, sales kiosk and crew and ensuring compliance with the Maritime and Coastguard Agency's regulations.
- Overall responsibility for the management of all moorings and customer service across the Navigation, including applications and enquiries from prospective new boaters to the Navigation.
- Encouragement and liaison with volunteers (both individuals and organised work parties, both local and visiting) - this will require some weekend and evening working.
- Overall Responsibility for the Company's own trip-boats and work vessels, motor vehicles, plant, machinery, tools and other equipment, including servicing records and certification as required.
- Responsible for the management of the willow plantation along the Navigation. Ensure the safe and proper management of all trees, habitat and wildlife on land under the Company's control.
- Preparation and submission of funding applications and supporting information to potential fund providers, including charitable bodies and government and its agencies at all levels.

- To be the public face of the management of the Navigation and to take overall responsibility for liaison with neighbours, stakeholders, customers, visitors and a wide range of authorities and allied organisations.
- Preparation and submission of planning applications, listed building, Environment Agency consents and other approvals, documentation and agreements required in the running of the Navigation.
- Attendance at board, advisory group, users' and other meetings concerning the waterway or representing the Company. Meeting and greeting formal visitors to the Navigation.
- Management of fisheries (angling leased to local club), canoeing (arrangements with various local clubs) and other recreational activities along and adjacent to the Navigation.
- Safeguard boundaries, buildings and land under the Company's stewardship. Ensure timely maintenance and proper records, including the Company's Assets Register, and ensure that boundary infringements are challenged. Prepare leases, licences and other agreements for third party use of company land and assets.

# PERSON SPECIFICATION

## Essential Qualities

We are seeking a confident motivator with sound, demonstrable, communication, planning and organising skills.

- Outgoing, enthusiastic and self-motivating, capable of working independently or as part of a team without supervision.
- Diplomatic and able to work and influence by example both staff and volunteers.
- Ability to inspire members of staff and volunteers to be confident and achieve their full potential as part of the organisation.
- Initiative and self-reliance. Knowing what to do and who to call in an emergency.
- Experience of project management and Health & Safety management
- Experience of preparing project plans, risk assessments and method statements.
- Articulate and literate. The post requires written and oral communication with a broad range of customers, stakeholders, and public bodies, often at a senior level.
- Ability to prepare clear, timely and concise reports and applications to the board and external regulators.

## Practical Considerations

- The successful applicant will be based at the office at Paper Mill Lock, but will be need to visit and be familiar with all parts of the Navigation. Motor expenses will be paid for travel on company business (but not for social or commuting purposes). The ability to work from home is essential.
- Applicants will also need to be fully IT literate and able to use Microsoft Office software.
- Although much of the work will be office-based, some outdoor tasks will be necessary, and so candidates will need to be fit, active and in good health.

## Desirable Attributes

- Experience of waterway operation and management.
- A self-deprecating sense of humour and ability to handle robust feedback from passionate supporters, customers and fellow staff.
- A clean driving licence with trailer towing qualification (classes B, BE, C1, C1E).
- Experience of working with public bodies, such as local authorities, Environment Agency, Natural England.
- Experience of applications for consents for tree work and other environmental approvals.
- Spotting opportunities for further growth in income streams.

## Key Outputs

- Complete compliance with Health & Safety best practice and a safe environment for all employees, volunteers and visitors to the waterway.
- A sustainable waterway – financially, environmentally and politically.
- Good relations with all waterway users, neighbours, visitors, supporters and the wider community.
- A Navigation on which customers can see steady improvements given the financial constraints.
- Ensure that the Navigation and adjacent property is safeguarded for future generations.
- Ensure that legislative requirements are met and that good working practices are upheld and adhered to by staff and customers alike.
- Identifying and enabling jobs that are suitable for volunteers and arranging their successful volunteer completion. Expansion of current volunteer support and community engagement.
- Making sure that equipment is working and safe to use or replaced.

Office Use Only

Acknowledge:



**ESSEX  
WATERWAYS**  
LIMITED

## APPLICATION FOR EMPLOYMENT

**STRICTLY CONFIDENTIAL**

**Position applied for**

General Manager

**Location**

Paper Mill Lock, Chelmer & Blackwater Navigation

**How did you first learn of this vacancy?**

### Identification details

(BLOCK CAPITALS PLEASE)

**Surname**

**Dr/Mr/Mrs/Miss/Ms/Other**

**Forenames**

**Address**

**Postcode**

**Email address**

**Home tel no**

**Mobile tel no**

Do you hold a current, valid driving licence?

Yes / No

If yes, what categories?

.....

If yes, do you have any current endorsements?

Yes / No

If yes, please give details of any current endorsements.

Have you attached a CV or any other documentation to this application: Yes / No. If 'Yes', give details:



## Employment history

Please give details of all jobs held, including part-time and unpaid work, **starting with your current or most recent employer.** Continue on a separate sheet if necessary.

Are you currently employed? YES / NO

## Length of notice from any existing employment

--

Employer's full name & address	Job title/ Key achievements & areas of responsibility	Length of time in job/ Reasons for leaving/ Final salary in role

## Qualifications relevant to this application (including technical and/or professional).

Please provide details (*note that these may need to be verified on appointment*)

--

**Current membership of any professional or technical organisations.**

Please provide details (*note that these may need to be verified on appointment*)

**Relevant skills/knowledge/experience**

You should outline below how your skills/knowledge/experience meet the requirements of the Person Specification. You may draw on past employment and/or out of work activities. Continue on a separate sheet if necessary.

**Why are you interested in applying for this post?**

**Is there anything else that you would like to tell us?**

Continue on a separate sheet if necessary.

**Declaration**

The information on this form will be used for recruitment and selection purposes only and if your application is successful it will form part of your employment record. All unsuccessful applications will be destroyed within twelve months after the closing date.

**Are you eligible to work in the UK?** Yes / No

If it is discovered that you have given any information, which you know to be false, or withhold any relevant information your application may be rejected or any subsequent employment terminated.

I confirm that the information contained in this application form is correct.

**Signature** .....

**Date** .....