

OYSTER

JOB TITLE – Commissioning Manager, Oyster Yachts Southampton, based in Southampton.

The Commissioning Manager is required to report to the Lead Client Project Manager of Oyster Yachts Southampton, based in Southampton.

PRINCIPAL JOB RESPONSIBILITIES

- Responsible for the entire commissioning, trials and handover to clients of yachts built by Oyster Yachts Southampton, ensuring that the whole process reflects the Oyster brand and values.
- Managing a small team of full time and contract commissioning skippers and commissioning assistants.
- Managing the commissioning facilities, process, documentation and inventory.

GENERAL REQUIREMENTS OF THE ROLE

1. Organise and plan the commissioning process, team and facilities to ensure that each boat built at Oyster Yachts Southampton is fully commissioned and ready for handover to clients, in line with the production and sales plans. From time to time, commissioning of boats built at Oyster Yachts Wroxham as required.
2. Plan and execute the commissioning, trials and handover plan for each boat in collaboration with the build manager, production coordinator, production administrator and client project manager.
3. Ensure that the commissioning, trials and handover are conducted in full compliance with Oyster Yachts Health and Safety procedures and with statutory Health and Safety requirements at all time, respecting the Company policy in aiming for a very high standard and be prepared to positively contribute to the same. Maintain a safe working environment on board yachts in commissioning at all times. Regularly review and update Health and Safety policy as required.
4. Manage and co-ordinate all Oyster activities on board during the commissioning process, liaising with build manager, production coordinator and department heads to coordinate work on board.
5. Manage and co-ordinate all sub-contractor and supplier activities on board during the commissioning process.
6. Ensure that the commissioning team are professional and effective at all times, working efficiently in collaboration with the production team to complete commissioning to a high standard while minimizing delays.
7. Check on quality and specification to ensure the end product is presented to the client with minimal warranty faults or defects. The target always is "zero defects at handover".
8. Maintain the commissioning log as a comprehensive, complete and concise record of the commissioning of each yacht, and as a tool for assisting with quality improvements.
9. Be responsible for reviewing and updating the commissioning log with the Quality Manager to ensure that it remains a complete and relevant document as yachts, equipment and processes evolve.
10. Assist the Quality team and production team in identifying areas for improvement. Attend regular quality meetings.
11. Assist with the set up and break down of boat shows and with the delivery of yachts to and from boat shows in the UK and abroad. The hours during these shows may be antisocial, and may include the Christmas and Easter holidays.

12. Assist the after sales and warranty teams as required, including occasional visit to vessels in the UK and abroad.
 13. Support the sales, brokerage and client management teams to provide a full concierge service for visits and trial sails by clients and potential clients.
 14. Assist the Marketing and PR teams with arranging and delivering photo and video shoots in port and at sea, and with providing trial sails for press and media.
 15. Work with the Brokerage team to provide guardianship and other services required for brokerage yachts based in Southampton.
 16. Ensure that the commissioning stores, work areas and inventory are managed and maintained correctly.
 17. Occasional travel to other Oyster bases in Ipswich, Palma and Newport, or to other locations in the UK and abroad, as required by the role.
 18. Line manager for the commissioning team, including ensuring that timesheets are completed accurately and submitted promptly, managing leave requests, setting goals and targets, monitoring progress against targets, performing annual performance reviews, encouraging professional development, liaising with other managers when commissioning team members are required to work under their control.
 19. Undertake the role of commissioning skipper as required, with direct responsibility for a specific yacht during the commissioning, trials and handover process including manoeuvring, berthing, cleaning, maintenance etc.
 20. The role will of necessity involve some working at height, some dirty tasks and working in inclement weather conditions. It could also mean working anti-social hours, e.g. over weekends, evenings, nights and bank holidays.
 21. Maintain Oysters' good image with all client contact, including advice, handover, warranty and after-sales, both during business & social activities. This also requires maintaining a sensible dress code.
 22. Strive always to exceed an Oyster client's expectations, with integrity.
 23. To be hard working, truthful and conscientious at all times.
 24. To be a valued member of the Oyster team and undertake any other duties that may assist the department, Oyster Marine or the Oyster Group.
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QUALIFICATIONS, SKILLS AND EXPERIENCE

- Commercially Endorsed Yachtmaster Offshore certificate
- Experienced in skippering, sailing and boat handling under power of large cruising yachts
- Thorough technical knowledge of large modern sailing yachts, their equipment and systems
- Good understanding of large yacht production
- Ability to manage budgets and to apply rigorous cost control to all processes
- Good computer skills including Microsoft Word and Excel. Ability to produce clear and accurate reports and documentation.
- Self-motivated with ability to manage a team independently, effectively and professionally
- A pleasant and accommodating manner as this is a Client facing role
- Professional appearance
- Good communication skills with clients, employees, contractors and extended team