



ROYAL MOTOR YACHT CLUB

Job Description and Person Specification

Job title	Master at Arms
Reports to	Club Manager and in his/her absence the Business Manager
Location	Royal Motor Yacht Club, Panorama Road, Sandbanks, Poole
Hours	Part-time, 20 hours per week, worked flexibly across the week to include some evenings and weekends in line with the Club's events calendar
Salary	£33,280 per annum pro rata / £16 per hour
Contract type	Permanent, part-time (subject to satisfactory completion of probationary period)

1. Purpose of the Role

The Master at Arms is responsible for the day-to-day care, maintenance and presentation of the Club's premises, grounds and facilities, and for the practical setup and support of Club functions and events. The postholder acts as a keyholder for the Club, supports the safe and secure operation of the site, carries out routine health and safety checks, and supervises external contractors working on the premises.

The role is central to ensuring that the Club's historic clubhouse, grounds and landscape are maintained to the high standard expected by members and visitors, and that events run smoothly from a practical and logistical perspective. **The maintenance of the Haven, Yard and waterside infrastructure is managed separately by the Haven and Yard teams and does not form part of this role.**

2. Key Responsibilities

Property and building maintenance

- Carry out all minor DIY, maintenance and repair requirements across the clubhouse and associated buildings, including minor carpentry, painting and decorating, minor plumbing, and repairs to fixtures, fittings and furniture.
- Liaise with, and arrange the attendance of, external contractors for any work requiring specialised knowledge, qualifications or equipment, acting as the Club's practical point of contact for such work.
- Undertake regular inspections of the premises, identifying defects, wear and hazards, and either rectifying them or reporting them to the Club Secretary / General Manager with recommendations.
- Maintain a rolling schedule of routine maintenance tasks and keep accurate records of work completed.
- Ensure tools, equipment and workshop/storage areas are kept safe, secure, organised and in good working order.
- Assist with the moving, storage and minor repair of Club furniture and equipment.

Event setup and support

- Set up and break down rooms and facilities for Club events, functions, meetings and private hires, including furniture layouts, staging, signage and basic equipment.



- Liaise with the Club Secretary / General Manager, House staff and event organisers to understand event requirements and timings.
- Provide practical support during major Club events as required, including occasional evening and weekend working by prior arrangement.

Keyholding and security

- Act as a keyholder for the Club, including opening and securing the premises as required and activating/deactivating intruder alarms.
- Participate in the Club's out-of-hours alarm call-out arrangements.
- Monitor site security day to day at a low level, including checks for unauthorised parking and unauthorised access to the grounds, reporting concerns and ensuring gates, doors, windows and storage areas are appropriately secured.
- Support the safe management of access to the site by contractors, deliveries and visitors.

Grounds, landscape and external areas

- Maintain the Club's grounds, car park and external areas to a high standard of presentation, including litter picking and sweeping, extending to the areas around the Haven and Yard.
- Maintain the Club's landscape, including the care, watering, feeding, pruning and seasonal replanting of planters, beds and displays around the Club's premises, and liaising with garden experts on specialist planting or larger projects.
- Carry out low-level security checks of the Club's car park and grounds, identifying unauthorised parking and reporting or addressing it in line with the Club's procedures.
- **Note: the maintenance of the Haven, Yard and waterside infrastructure is the responsibility of the Haven and Yard teams and falls outside the scope of this role.**

Health, safety and compliance

- Carry out and record routine statutory and good practice checks as directed, which may include weekly fire alarm tests, emergency lighting checks, fire extinguisher and escape route inspections, and water temperature/legionella flushing routines.
- Maintain accurate health and safety records and logbooks and bring any failures or concerns to the immediate attention of the Club Manager or Business Manager.
- Comply with the Club's health and safety policies, risk assessments and safe systems of work, including the use of personal protective equipment.
- Support the Club in maintaining a safe environment for staff, members, visitors and contractors at all times.

Contractor supervision

- Act as the day-to-day point of contact for external contractors attending site, including induction to relevant site rules and hazards.
- Monitor contractors' work for quality, safety and completion, reporting issues to the Club Secretary / General Manager.
- Assist in obtaining quotations for maintenance and repair work as requested.

General

- Present a courteous, professional and helpful manner to members, staff, visitors and contractors at all times.
- Maintain confidentiality and discretion in relation to Club business, members and staff.



- Undertake training as required for the safe and effective performance of the role.
- Undertake any other reasonable duties commensurate with the role as may be requested by the Club Manager, Business Manager or the Flag Officers.

3. Scope and Limits of the Role

- The postholder is expected to work within their own competence and the Club's safe systems of work; work requiring specialised knowledge, qualifications or equipment (e.g. gas, fixed electrical installations, work at significant height, hot works) must be referred to qualified contractors, with the postholder acting as liaison.
- The Haven and Yard, including all waterside infrastructure, are maintained by the Haven and Yard teams; this role's involvement in those areas is limited to litter picking and general tidiness of the surrounding areas.
- The role has no line management responsibility but involves day-to-day oversight of contractors on site.
- This job description is not exhaustive and may be reviewed and amended in consultation with the postholder to reflect the changing needs of the Club.

4. Person Specification

Key to assessment methods: A = Application, I = Interview, R = References, C = Certificates/documentation.

Criteria	Essential	Desirable	Assessed by
Experience	• Proven experience in property, building or facilities maintenance, or a skilled trade background • Practical, hands-on experience of general repairs and DIY across a range of disciplines (e.g. basic carpentry, painting and decorating, minor plumbing) • Experience of working unsupervised and managing own workload	• Experience in a club, hospitality, leisure, marine or heritage building environment • Experience setting up rooms and facilities for functions and events • Experience instructing or overseeing external contractors	A / I / R
Skills & knowledge	• Broad practical maintenance and repair skills • Working knowledge of health and safety in a building/facilities context • Ability to identify faults and hazards and take appropriate action • Ability to keep simple, accurate records (e.g. maintenance logs, safety checks) • Basic literacy and numeracy sufficient for record keeping and reading safety documentation	• Relevant trade or maintenance qualification (e.g. City & Guilds/NVQ) • Health and safety qualification (e.g. IOSH Working Safely) • Knowledge of fire safety and legionella control routines • Gardening or plant care knowledge	A / I / C



Criteria	Essential	Desirable	Assessed by
		sufficient to maintain planters and displays • Basic IT skills (email, simple records)	
Personal attributes	• Reliable, trustworthy and discreet, with the integrity expected of a keyholder • Self-motivated with a proactive, can-do approach • Good interpersonal skills; courteous and professional with members, staff, visitors and contractors • Flexible approach to working hours, including occasional evenings and weekends • Physically able to carry out the manual aspects of the role (with appropriate aids and training)	• Pride in the presentation and upkeep of a prestigious property • Interest in, or affinity with, the boating/yachting community	I / R
Other requirements	• Right to work in the UK • Willingness to participate in an out-of-hours keyholder/alarm call-out arrangement	• Full UK driving licence • First aid at work certificate (or willingness to obtain)	A / C