

**Job Title** Operations Assistant

**Reports to** Operations Manager

### **Job Purpose**

We are seeking to appoint an Operations Assistant to join the team at Dorney Lake. Dorney Lake is a modern world-class rowing and flat water canoeing centre set in a spectacular 400-acre parkland near Windsor. This role is to assist in the day to day operations and responsibilities involved in all aspects of the site and business which include the grounds, buildings and events, with a focus on on-site security, water safety and the driving and maintenance of the various boats.

### **Key Tasks and Responsibilities**

- Maintenance of the safety, workboats and ancillary equipment;
- Maintenance of the pontoon systems, buoy systems, launches, PA system, outfall pipe and water quality of the lake;
- Maintenance of the buildings and their surroundings;
- Maintaining of the water banks in conjunction with the grounds staff;
- Maintaining security of the buildings, grounds and workshop;
- Ensuring that safety boats are functional before any authorised users of the lake go afloat;
- Managing Lake and boathouse booking system, booking in arrivals and taking payment when required;
- Maintaining aquatic weed control;
- Covering water safety for external boating clients, small events or water based activities;
- co-ordination, implementation and adherence of the health and safety of water safety policies;
- Dealing with customer service issues with the help of access control, security department and contractors.
- Working as a duty manager as required to problem solve any unforeseen issues that may arise during an event hire.

### **All employees of Eton College are also expected to:**

- Have a good understanding of safeguarding procedures, given all positions at Eton are classed as 'regulated activity'.
- Demonstrate a commitment to safeguarding and promoting the welfare of children. This includes but is not limited to completing safeguarding training as required and ensuring any safeguarding updates issued by the College are read and understood.
- Understand and comply with procedures and legislation relating to confidentiality.
- Display a commitment to and promotion of equality, diversity and inclusion.

### **Skills and Competencies Required**

To be successful in this role, the incumbent should have:

**Last Updated: 8th July 2025**

This role profile highlights the key tasks and responsibilities of the role, it is not designed to be an exhaustive list of duties. Roles naturally change and develop over time and it is expected that incumbents will perform tasks which are not included within their role profiles.

- Knowledge and understanding of working with boats on the water in a confident and safe way is essential
- General maintenance skills;
- Ability to swim a minimum distance of 50m;
- RYA Level 2 Powerboat Certificate is desirable however training will be given;
- First Aid at Work qualified is desirable however training will be given;
- Customer service experience;
- A clear understanding of Health and Safety legislation;
- The ability to communicate effectively with customers, clients and staff;
- A calm, professional manner with strong communication and interpersonal skills;

**You may enjoy this role if**

- Ability to deal with conflict and difficult situations with confidence and a calm approach;
- Have good interpersonal skills – able to liaise with clients, members of the public and members of the Eton College community;
- Have a flexible approach to work and a ‘can do’ attitude;
- Have the ability to work well under pressure in a fast-paced environment;
- Enjoy working as part of a team and you are happy to get stuck in and support your colleagues;
- Ability to come up with creative solutions to problems.

**Working Pattern**

- You will be employed on a permanent basis
- Your working hours will be 40 hours per week
- Your working days will be confirmed with your line manager but will include some weekend and evening working on a rota basis.
- You will be working 52 weeks per year.
- You will be entitled to 5.8 weeks of holiday each year.

**Disclosure Checks**

Eton College is committed to safeguarding and promoting the welfare of its students and staff and expects all staff and volunteers to share this commitment. This role is classed as ‘regulated activity’, whereby the post holder may be required to have contact or be involved in unsupervised activities with children. It is a criminal offence for any person who is barred from working with children to attempt to apply for a position at the College. The suitability of all prospective employees will be assessed during the recruitment process in line with this commitment. All offers of employment are subject to a number of recruitment checks, including but not limited to; verification of identity and right to work in the UK, an Enhanced DBS check, pre-employment health check questionnaire, satisfactory references, verification of professional qualifications which the College deems a requirement for the post, or which were otherwise cited in support of your application and probationary period.

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