

Falmouth Harbour

Marina Manager

Job Description



**FALMOUTH
HARBOUR**

UK's Atlantic gateway.

Overall Purpose

Falmouth Harbour's waters are buzzing with people enjoying boats of all shapes and sizes from modern yachts to the distinctive gaff-rigged Falmouth working boats. The area is a haven for sailors, combining sheltered waters, accessible in all weathers and with a stunning coastline. Falmouth Harbour hosts marina berths, deep water moorings, a boat park, and convenient slipway, all in the heart of Falmouth.

The safe and efficient commercial and customer centric management of our marina is key to the success of our customer experience, and candidates must have a proven track record of delivering outstanding levels of customer service, problem solving and general organisational skills, all vital for this role.

We are a harbour with a boatyard, marine hub, fuel barge, with a 40+ berth marina and 600+ moorings. The diverse and exciting role of Marina Manager will lead on the "visitor offer" and marina facility. This combines hands-on tasks, such as meet-and-greet, daily checks, booking, safety, organisation of maintenance schedules in partnership with other Falmouth Harbour teams, environmental management, with customer service, customer records, berth allocation and catering to the high volume of visitors and events that stay with us each Summer. The role also involves management responsibilities and the successful candidate will oversee the day-to-day requirements of the experienced marina team and seasonal joiners to run a smooth, efficient operation, maximise revenue and deliver an excellent customer experience.

We are looking for a Marina Manager to oversee our marina and fuel barge services (and visitor and commercial mooring allocations) for annual licence-holders, commercial customers and visitors, alike. We want someone who will look at innovative ideas, projects and plans to maximise the value we can provide to those on the water, working with our leadership team to deliver these ideas through to completion.

The Marina Manager provides a critical role in our visitor offer and keeping Falmouth Harbour leisure services running efficiently, safely and supporting our required high levels of customer service. Falmouth Harbour is committed to providing all customers, tenants and visitors with the highest standards of customer care. As such this full time position will require some weekend working to support our organisational objectives and the myriad of events that take place in Falmouth Harbour waters, including Falmouth Classics, superyacht regattas and European flotillas.

We need a candidate that recognises the wonderful environment of Falmouth Harbour, the opportunity to cater to a wide variety of water-users, whether local or visiting, and to help us develop a healthy offering for new segments including superyachts and shorter term borrow-a-boat opportunity to give as many as we can, safe and exciting access to some of the most wonderful waters in the world to boat in.

The role will have close links to our CEO and Harbour Master team to manage safety on and around our waters, and to manage our marina in further developing Falmouth Harbour as a thriving and dynamic community for all water-users.

We need a candidate that will be adaptable and provide their time at all times during busy periods and out of hours to manage emergencies or weather events.

MARINA MANAGER JOB DESCRIPTION

This role will assist and support the delivery of Falmouth Harbour's corporate objectives:

1. Sustainable Growth - Establish a surplus balance sheet, improve efficiency and increase business resilience.
2. Great place to Work - Deliver an excellent working environment for our people, where we all love to work, feel safe, work hard and have pride in Falmouth Harbour.
3. Stakeholder Dividend - Invest and deliver new income streams, grow jobs, improve infrastructure, increase local GVA, provide continued improvement in customer services and community benefits.
4. Safe Harbour - Manage our harbour to ensure a high level of safety, PMSC compliance and security for all users.
5. Sustainability - an industry leader and advocate for change through supporting policy shift and demonstrating and highlighting good practice in industry.

Main Responsibilities

- Assist and support the delivery of Falmouth Harbour's corporate objectives.
- Safe and efficient operation of Falmouth marina, amenity centre, waste facilities, Custom House Quay marina berths and fuel barge.
- Overall responsibilities include financial performance of the service, revenue creation and growth, licensing, commercial contracts, overseeing licenses, waste contracts, health and safety.
- Promote facilities on social media to maximise usage and revenue.
- Proactively manage waiting lists, identify and highlight market trends and work with the Management Team to adapt the assets to current customer needs.
- To manage annual pricing policy and provide management information on return on cost of service.
- Maximise how we use our marina and other berth assets throughout the year, plus oversee and assist in the hands-on maintenance of our marina, pontoons, amenities centre, waste compound and fuel barge facilities, as required and directed.
- Allocating and renewing berth contracts.
- Training of marina seasonal and support staff.
- To safely crew and operate harbour craft.
- To ensure safe compliant delivery of practices and procedures.
- Support and oversee any strategic projects as may be required.
- To assist as directed in any emergency and pollution response by Falmouth Harbour.
- Manage risk assessments as appropriate for the role.
- The role will need a strong relationship with the operational Harbour Master Team and will report on safe management of the assets to this team to ensure safety compliance.
- Manage income and bad debts that relate to the assets and input customer data on Harbour Assist and manage customer data compliantly and accurately.

Main Duties

Compliance with Falmouth Harbour policies and procedures includes following guidelines related to safety, security, environmental protection, and operational procedures. Compliance is essential to maintain the integrity and reputation of Falmouth Harbour and to ensure the safety of all.

To safely crew and operate harbour craft.

Out of hours work may be required as directed to support operations, customer service and or emergency response.

Working Hours: Between 8.00am to 6.00pm, evenings and weekends will be required to deliver to customer and event needs. The hours will have a seasonal dynamic with summer season May to October requiring flexible working to meet needs of facility and customers.

MARINA MANAGER JOB DESCRIPTION

Through duties the following are critical:

1. Overseeing mooring and marina berth allocation across our harbour assets and providing outstanding customer service that will include:
 - a. Marina (and CHQ pontoons) berth allocation management
 - b. Working closely with other departments to ensure a seamless customer journey
 - c. Key marketing, promotion and customer communication opportunities
 - d. Overseeing the busy visitor pontoons, making the most of the available space and ensuring customer expectations are met or exceeded safely.
 - e. Leading the marina team to be the welcoming, helpful, friendly face of Falmouth Harbour, delivering a firm, fair and safe experience to all who use our services
2. Ensuring safety is paramount across all operations
3. Commercial outlook - pricing, budgeting, and financial performance of the department

Line of Accountability

CEO



Head of Commercial Operations



Marina Manager

Level of technical knowledge and type of experience needed to do the job

Essential

- Excellent communicator: Candidates must have the ability to communicate effectively and to delegate appropriately; have experience in Health & Safety and be able to demonstrate compliance with all relevant laws and regulations.
- Proven ability to deliver a very high-standard of customer service and employee support.
- Leadership skills and experience of managing and leading a team within the leisure sector.
- Nautical Knowledge: a very healthy understanding of nautical principles, navigation, and maritime safety practices with direct experience on and around a variety of vessel types.
- Clear evidence of driving innovation and track record of implementing new projects, systems and processes.
- Pro-active, problem-solving mentality.
- Show a clear passion for Falmouth Harbour and providing access for getting on the water.
- Health and Fitness: Good physical health and fitness levels are important for working around the marina, the job will involve manual labour and working in various weather conditions, year-round.

Desirable:

- Experience of managing a marina facility.
- Health and Safety qualifications such as NEEBOSH.
- A minimum of 5 years' experience of working in marine services.
- Advanced boating experience and qualifications including Day Skipper / Yachtmaster, Powerboat level 2, ideally commercially endorsed.
- Teamwork and Communication Skills: Effective communication and the ability to work well within a team are vital.

MARINA MANAGER JOB DESCRIPTION

Describe any staff management role / any advising or coaching of others			
<ul style="list-style-type: none"> This role has line management responsibilities for leisure team seasonal team members. Training and induction of seasonal team members upon joining. 			
What spending authority does this role have – define spending guidelines			
<ul style="list-style-type: none"> None, except purchases when instructed by supervisor or manager. 			
Describe any Health and Safety Responsibilities			
<p>The Health and Safety at Work etc Act 1974 is the primary piece of legislation covering occupational health and safety in Great Britain. It sets out the general duties which:</p> <ul style="list-style-type: none"> employers have towards employees and members of the public. employees have to themselves and to each other. <p>Examples of your H&S responsibilities are below. Note this is not an exhaustive list:</p> <ul style="list-style-type: none"> Assist in Risk Assessment/Procedure/Method Statement reviews. Report any accidents, incidents and near misses. Take great care for the health and safety of yourself and others, including the public. Co-operate with Falmouth Harbour to enable all H&S legal and other obligations are met. Act as first aider, especially when afloat. Manage risks and safe practices involving workplace transport in particular around launch and recovery of vessels by team members and customers. 			
Qualifications	Essential	Desirable	
RYA level 2 Powerboat	X		
PB L2 Commercial Endorsement		X	
Day Skipper / Yachtmaster		X	
ICC		X	
Health and Safety qualifications	X		
Marine Radio Short Range (VHF)	X		
First Aid at Work	X		
ENG1 or ML5 Medical	X		
Advanced/Marina Manager Course		X	

Note:

This Job Description is not intended to be an exhaustive list of your responsibilities, key result areas and objectives. Falmouth Harbour reserves the right to require you to undertake such other tasks, duties or training as may be appropriate to your status and experience. This Job Description may be reviewed from time to time as a result of either re-organisation of the company and/or outcomes of the performance review scheme.

Although this Job Description provides an outline of your key tasks, all staff are expected to be flexible and assist, when necessary, other members of staff in their tasks and be prepared, on occasion, to work in other departments to enable the organisation to operate efficiently.

Job Description last updated: October 2023

Review date: CEO

This Job Description is a controlled document; any amendments will be captured during the Marina Managers appraisal and put forward for approval to the Head of Commercial Operations and CEO.