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Deputy Marina Manager

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Company: Emsworth Yacht Harbour Ltd

Location: Hampshire

Category: other-general

Location Emsworth, Chichester Harbour Opening Date 12 Dec 2023 Closing Date 14 Jan 2024

Who We Are

Emsworth Yacht Harbour is a family owned, independent marina on Chichester Harbour. In 2023 we were awarded 5 Gold Anchors and we have won the Marina of The Year award for the past three years. We are in the Chichester Harbour National Landscape and we border the Chichester Harbour Site of Special Scientific Interest. The company has a strong community ethos.

What We Do

The business is a mixture of marina & boat yard operations and commercial property. Our marina has 211 berths which are mostly occupied by annual customers. The office is open 7 days a week. Our boat yard operates Monday to Friday and we have the capacity to lift boats up to 50T. We operate a range of plant and machinery that allows us to complete boat lifts, mast steps, engine lifts and most other boat yard tasks. We have hardstanding space for 200 boats.

We have 15 marine related commercial tenants. The site is 14 acres and covers a range of assets, infrastructure & ecological environments that all need constant, careful management.

Our Culture

Working at Emsworth Yacht Harbour is relaxed and informal. We work hard when we have to but also take time out to enjoy the beautiful location we are in and the access to the water. We have regular staff socials and enjoy a close knit, friendly atmosphere. The company and staff are part of a wider marina community of tenants & customers which

makes it a unique and interesting place to work. We emphasise and reward team working, problem solving & continual improvement.

Working Times & Environment

This role is 40hrs per week. Our office hours are 0800 to 1630, 7 days a week. The boat yard operates Monday to Friday. We can offer a degree of flexible working to the right candidate but the role will require occasional weekend working. The role will be a blend of office work and outside duties. Outside duties will include light manual labour.

Job Description

We are looking for a proactive, dynamic and detail orientated individual to join our team. 'Every day is different!' is a common phrase we use to describe our work at the marina and you could be organising a party for 200 people in the morning before discussing complex engineering projects in the afternoon. All while taking care of our key objectives which are;

Delivering an outstanding customer experience.

Looking after and developing our team.

Keeping everyone safe.

Primary Role Responsibilities

To ensure delivery of excellent customer service seven days a week from the Harbour Office.

Berth and waiting list management to maximise annual berth occupancy.

To oversee the work of the office including timely invoicing for all services, communications with customers & management of visitors.

In conjunction with the Marina Manager, to establish the overall budget and take responsibility for expenditure, up to a discretionary level to be agreed.

To oversee the work of the boatyard including bookings management and service delivery efficiency.

To ensure compliance with all relevant legislation including but not limited to Health and Safety and GDPR.

Property management including communication with tenants and repairs & renewals to

existing assets. To assist with planning and delivering the ongoing development of the site.

Developing and overseeing environmental initiatives.

Management of staff to ensure staff development, welfare and productivity.

To be part of the duty manager rota which includes occasional weekend work and answering the out of hours phone number.

Person Specification

All relevant training will be provided but our ideal candidate will:

Have worked in a marina or the leisure marine industry.

Have a proven track record of delivering excellent customer service.

Have experience managing people.

Have experience of boat yard operations.

We will consider applications from applicants without marina experience if they are from individuals who have strong people management and customer service experience.

A full job description can be found by following this link.

If you would like to apply please send a covering letter and CV to tom@emsworth-marina.co.uk

If you would like to have a confidential conversation about this role please contact Tom Marfleet on 01243 377727.

Apply To Tom Marfleet- tom@emsworth-marina.co.uk Company Name Emsworth Yacht Harbour Ltd Address Thorney Road

Job Type Marina Staff Job Region South East England

How to apply

If you would like more information about this vacancy, please contact Tom Marfleet- tom@emsworth-marina.co.uk

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