

**JOB DESCRIPTION**

<b>Post Title:</b>	<b>Head of Marina Operations</b>
<b>Department:</b>	<b>Leadership Team</b>
<b>Reports To:</b>	<b>Chief Executive</b>
<b>Job purpose:</b>	<p><b>Job Purpose</b></p> <ul style="list-style-type: none"> <li>Responsible for the overall leadership, performance and strategic development of CHC’s marina operations, including Cowes Harbour Commission marinas and associated facilities.</li> <li>Responsible for strategic planning, financial management and commercial growth of CHC marina operations combined with hands-on operational oversight and delivery.</li> <li>Leads health, safety and environmental compliance, ensuring that marina operations are safe, efficient, customer-focused and financially sustainable, whilst contributing to CHC’s wider organisational objectives.</li> </ul>
<b>Primary Responsibilities:</b>	<p><b>Organisational Leadership</b></p> <ul style="list-style-type: none"> <li>Promote and deliver a safety-first culture ensuring the highest standards in health and safety for CHC employees and harbor users</li> <li>Promote and role model the organisation’s values at all times</li> <li>Ensure the delivery of CHC’s financial objectives, adopting a commercial mind-set and actively seeking revenue generating opportunities</li> <li>Ensure an exceptional customer experience, putting the customer at the heart of all actions and decisions.</li> <li>Proactively support, manage and develop our people capability – giving clarity of expectations and objectives, and providing timely feedback and coaching to enable them to deliver</li> <li>Act as an ambassador and represent CHC on all appropriate local, regional and national events and forums relevant to the post</li> </ul> <p style="text-align: center;"><b>Functional Leadership</b></p> <p><b>Strategy and Business Planning</b></p> <ul style="list-style-type: none"> <li>Implement a marina operations strategy aligned to corporate objectives.</li> <li>Identify growth opportunities, including service enhancements and facility development for CHC marinas and associated facilities.</li> <li>Lead long-term planning for marina capacity, utilisation and revenue optimisation.</li> <li>Contribute to broader strategic planning and organisational initiatives.</li> <li>Prepare and present strategic updates and proposals, for CHC marinas, to senior leadership and Board.</li> </ul>

### **Commercial and Business Development**

- Identify and deliver new commercial opportunities and marina revenue streams.
- Build and maintain strong relationships with key stakeholders, customers, tenants and partners.
- Monitor local and regional competition to identify beneficial commercial opportunities and influence key regional policies.
- Support marketing initiatives to enhance occupancy and brand positioning.
- Lead negotiations on key marina commercial agreements.
- Represent CHC at appropriate industry meetings and conferences.

### **Operational Leadership**

- Provide clear leadership across all marina and visitor operations.
- Ensure safe, efficient and high-quality delivery of berthing, moorings and associated services.
- Develop and maintain marina operational policies, procedures and service standards.
- Monitor marina performance through KPIs, driving continuous improvement.
- Oversee marina infrastructure maintenance, asset management and capital works programmes.
- Deliver high standards of customer service and stakeholder engagement.

### **Financial Management**

- Hold full budget responsibility for marina and visitor operations.
- Lead annual budgeting, forecasting and business planning processes for marina and visitor operations.
- Monitor financial performance and implement corrective actions where required.
- Drive revenue growth for marina operations through pricing strategy, occupancy optimisation and service innovation.
- Oversee procurement and contract management for marina and visitor operations to ensure value for money.
- In conjunction with the Finance Director, develop robust business cases for marina and visitor facilities capital investment and new initiatives.

### **Health, Safety and Environmental Compliance**

- Act as the senior lead for health and safety across marina and visitor operations.
- Ensure full compliance with maritime, environmental and employment legislation.
- Promote a proactive and positive safety culture.
- Oversee risk management, incident investigation and continuous improvement.
- Champion environmental sustainability and best practice.
- In an emergency response situation, and in the absence of the DHM, act in substitution as the lead manager, subject to the required certification

### **Leadership and People Management**

- Provide strong leadership, direction and performance management.
- Develop workforce planning, succession strategies and team capability.
- Support staff engagement, training and professional development.
- Foster a culture of safety, professionalism, teamwork and customer focus.

<b>Key Relationships</b>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• CEO</li> <li>• Finance and HR</li> <li>• Harbour Master</li> <li>• Marine Services and Boatyard teams</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Berth holders and customers</li> <li>• Commercial tenants and marine businesses</li> <li>• Contractors and suppliers</li> <li>• Regulatory bodies and local stakeholders</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>• At all times ensure that working practices are in line with the requirements of CHC's Health and Safety Policy and generally seek to ensure the safety of CHC's employees, reputation, partners, tenants, visitors and customers.</li> <li>• To support the wider CHC team when required for events over and above the normal day-to-day running of the organisation ensuring that commercial opportunities are maximised.</li> <li>• To actively engage with any special projects and annual events / large public festivals that occur from time to time over and above the normal day to day running of the operation ensuring that all commercial opportunities are maximised.</li> <li>• Any other duties that fall within the scope and spirit of the post.</li> </ul>
<b>Key Measures of Performance</b>	<ul style="list-style-type: none"> <li>• Marina occupancy and revenue growth.</li> <li>• Budget adherence and financial performance.</li> <li>• Customer satisfaction levels.</li> <li>• Health and safety performance metrics.</li> <li>• Delivery of strategic and capital projects on time and within budget.</li> <li>• Employee Engagement and Feedback</li> </ul>
<p><b>NB. The nature of the post may require a commitment to CHC outside of normal working hours (e.g. weekends, evenings, Bank Holidays, etc.). Out of hours working will be compensated in line with CHC policy.</b></p> <p>Post holders will be accountable for carrying out all the duties and responsibilities with due regard to the CHC's Health and Safety and Equal Opportunities Policies.</p> <p>Duties, which include processing of any personal data, must be undertaken within CHC's data protection guidelines and in line with current data processing legislation e.g. GDPR.</p>	

**PERSON SPECIFICATION**

Assessment for recruitment requirements and competencies

<p><b>Skills, knowledge and experience</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Significant senior management experience within marina, marine, port or similar operational environments.</li> <li>• Proven ability to think strategically to develop long term objectives and strategies in a marina environment</li> <li>• Demonstrates strong analytical skills using cost-benefit analysis to set priorities</li> <li>• Able to plan ahead to meet deadlines, anticipates potential obstacles and develops contingency plans to mitigate risks</li> <li>• Customer focused, committed to delivering an exceptional customer experience, through continuous improvement and strategic thinking to anticipate future customer needs</li> <li>• Experience in strategic planning and commercial development with demonstrated success in driving revenue growth</li> <li>• Strong financial management skills with individual budget responsibility, able to view issues in terms of cost control, profit contribution, markets, added value. Analyses business and financial data to make timely and sound decisions.</li> <li>• Collaborative and empowering leader with the ability to translate organisational goals and strategic direction into team and individual actions.</li> <li>• Strong stakeholder management skills with the ability to develop key relationships to further the brand and reputation of the organisation locally, regionally and within the sector more broadly</li> <li>• Solid understanding of health and safety legislation and compliance.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Professional maritime or harbour qualification.</li> <li>• NEBOSH or equivalent health and safety certification.</li> <li>• Experience working with or reporting to a Board.</li> <li>• Knowledge of the leisure marine sector.</li> </ul>
<p><b>Education and qualifications</b></p>	<ul style="list-style-type: none"> <li>• Educated to degree level or able to demonstrate a successful track record of leadership and business development in organisations at a senior level</li> <li>• Able to demonstrate knowledge at a management level or hold appropriate qualifications in marine based activity</li> <li>• Qualification in Safety Management or ability to demonstrate successful track record in safety compliance and management.</li> </ul>
<p><b>Special Requirements:</b></p>	<ul style="list-style-type: none"> <li>• This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure may be required prior to appointment.</li> <li>• A clean driving licence is essential to fulfill the requirements of the post</li> </ul>