



Part-Time Marina Administrator

Shepards Marina – Cowes Harbour Commission

Are you a customer-focused and enthusiastic individual with a friendly, welcoming manner? Do you enjoy variety, responsibility and working as part of a team? Do you have excellent attention to detail?

We have an exciting opportunity for a **Part-Time Marina Administrator** to join our busy marina team for a minimum of two days per week. This dynamic role offers variety and opportunities for personal development, delivering exceptional customer service to a wide range of berth holders and visitors — face to face, over the phone and via email.

About Shepards Marina

Shepards Marina is a busy resident and visitor marina and dry sailing centre in Cowes. We provide berths afloat for yachts and motorboats, alongside lift and launch services for keelboats, RIBs and small powerboats. As part of Cowes Harbour Commission, we are committed to delivering a professional, safe and welcoming harbour environment.

What You'll Be Doing

As part of the Marina Administration team, you will:

- Act as the first point of contact for visitors, customers and telephone enquiries, delivering a professional and efficient customer experience
- Process marina and visitor bookings using our harbour management software
- Handle cash and card transactions accurately
- Support administration relating to annual moorings, visitor berthing and event bookings
- Assist the wider marina team with general office and reception duties

Personal Qualities & Skills

We're looking for someone who is flexible, self-motivated and committed to delivering excellent customer service.

Essential:

- Confidence working in a fast-paced, multi-tasking environment
- Strong numeracy skills and logical thinking
- Excellent attention to detail with the ability to work accurately and efficiently
- Clear verbal and written communication skills
- Good computer literacy and the ability to learn bespoke systems
- Flexible availability to work early and late shifts, including a share of weekends and bank holidays
- Willingness to cover additional shifts to support holiday and sickness absence

Desirable (but not essential):

- Knowledge of Cowes and the local area
- An understanding of boating or marina operations

Working Hours & Conditions

The marina office is open daily from 8am to 6pm, with extended hours during summer weekends and major events.

Shifts operate on a rota basis and include early and late patterns (for example: 8:00–16:00, 10:00–18:00 or 11:00–19:00). The rota includes a mixture of weekday and weekend shifts as well as some Bank Holidays.

- Minimum of 2 days per week (7.5 hours per day)
- Additional hours may be required to cover holidays and sickness, which may occasionally increase to full-time hours
- Rate of pay: £14.00 per hour

To apply, please send your CV and covering letter to: chc@cowes.co.uk

Cowes Harbour Commission is the statutory harbour authority for Cowes Harbour and operates as an independent trust port for the benefit of all harbour users and the wider community. Established under the Cowes Harbour Acts and Orders 1897–2012, its primary role is to ensure the safe, efficient and sustainable management of one of the UK's busiest leisure harbours, while supporting commercial activity, marine services and access to the Isle of Wight.

As a trust port, Cowes Harbour Commission has no shareholders and receives no funding from central or local government. All surpluses generated through harbour operations are reinvested directly into the maintenance, improvement and long-term development of the harbour, ensuring it continues to serve as a vital gateway to the Island and a key asset for the local economy.