



## **ABC LEISURE GROUP LTD**

### **JOB DESCRIPTION**

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Job Title: Marina Manager

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Reports to: Regional Director

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Who Reports to: The Managing Director

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Number of subordinate staff : Various

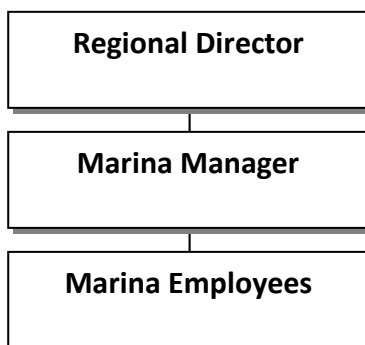
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This is intended as a general indication of the main responsibilities of the job and does not include detailed instructions as to how the tasks are undertaken.

### **JOB PURPOSE**

To manage the marina, staff and activities ensuring a safe and profitable operation. Motivate staff ensuring they contribute efficiently to the agreed objectives and that customer service is maintained. Monitor and control expenditure, and ensure income and sales opportunities are maximised. Implement, maintain, update and control both the statutory and company operational requirements regarding the marina and its activities.

### **ORGANISATION CHART**





## **NATURE AND SCOPE**

ABC Leisure Group are operators of marina facilities, a narrow boat hire fleet, boat building and associated services. The Marina Manager is responsible for the implementation and control of efficient, cost effective, and safe working practices. They are also responsible for developing and driving forward business opportunities while ensuring that all legislation and best practice is complied with and records maintained accordingly.

The Marina Manager is required to monitor, and control the income and expenditure ensuring agreed operational budgets are met. They are the senior company representative at their marina location and are required to represent, negotiate and advise on local issues and requirements.

## **MAIN ACCOUNTABILITIES**

- 1 Motivate, monitor and control employees to ensure they effectively contribute to the company objectives.
- 2 Ensure the operation provides excellent customer service and that customer dissatisfaction is minimised.
- 3 Ensure that operational performance is monitored, analysed for trends and rectified as appropriate. Ensure that assets at the marina are cost effectively operated and maintained.
- 4 Ensure that income, expenditure and profit is maintained in line with agreed budgets.
- 5 Implement the agreed operational plans and budgets, reporting back as required.
- 6 Maintain and improve the internal and external image of the Company.
- 7 As the local safety officer ensure that all current legislation and best practice is complied with, and records maintained to demonstrate compliance.
- 8 Ensure that employment law and best practice is implemented in all areas of responsibility.
- 9 Identify and where appropriate help develop business opportunities.
- 10 Undertake any other duties, within the scope of the job to maintain the efficient working of the Business.



## **EMPLOYEE SPECIFICATION**

- Good people management skills.
- Good organisational and planning skills.
- Good interpersonal and communication skills with the ability to deal with customers and employees in sometimes stressful situations.
- Numerate with the ability to evaluate, complete and maintain forms and records legibly.
- Literate with the ability to communicate effectively in writing.
- Able to work on own initiative with minimal supervision.
- Prepared to work flexibly as part of a small team including weekends and sometimes unsociable hours.
- The ability to use a computer and Microsoft office as a day to day working business tool.
- The ability to promote, sell, quote for, and develop services and products at the marina.
- The ability to learn, understand and interpret the technical requirements and legislation relevant to the marine industry.
- Prepared to personally undertake Operational duties at all levels when required.
- Supply and maintain in safe condition own basic hand tools.
- Hold a valid UK driving licence (minimum category B) with insurance that covers 'business use' and have daily access to own transport.
- Geographical knowledge of the canal system an advantage, with the ability to use a map to locate breakdowns from minimal information.