

Yacht Havens Job Description



Posted: 12th August 2026
Job Title: Marina Manager
Place of Work: Lymington Yacht Haven
Responsible to: Managing Director
Hours: 40 Hours per week or as required

The **Marina Manager** is responsible for overseeing all operations of the marina, promoting a team culture built around helpfulness. Outstanding facilities are only part of the experience, the Marina Manager will champion a culture where every member of the team is approachable, proactive, enthusiastic and ready to help.

The Marina Manager will take responsibility for the site's financial performance, including profit and loss management, budget planning and cost control. This will involve monitoring income streams, managing operating costs, identifying commercial opportunities and ensuring that service quality and safety standards are delivered in a financially sustainable way.

Key Responsibilities:

- Maintain marina occupancy through managing berth sales, enquiry conversion and customer retention
- Manage all aspects of employment and staffing – rotas, recruitment, sickness, holiday, pay reviews, appraisals, motivation, staff training
- Lead by example – do all that the staff do (litter picking, unblocking drains, serving fuel, front desk etc)
- Oversee all marina services and operations to maintain the highest standards of delivery, including berthing, lifting, storage, fuel, facilities, security and site maintenance
- Manage all aspects of Health and Safety and adhere to all policies and procedures
- Manage the maintenance programme of all plant and marina infrastructure, including facilities and tenanted property
- Ensure all processes are carried out smoothly and efficiently maintaining clear administrative procedures
- Work with the marketing team on promotions, news items, events, social media etc
- Work with the IT team on marina operating software updates and improvements
- Plan and actively participate in a calendar of social events including the berth holder party and be part of the marina community
- Keep accurate records of sales and purchases
- Authorise payment of purchase invoices and process
- Monitor aged debts and chase where required
- Work closely with all tenants and on-site contractors to support the delivery of high-quality ancillary services
- Respond effectively to incidents, customer concerns and operational challenges, ensuring issues are followed through to a professional resolution
- Network with local organisations and neighbouring businesses
- Bring ideas for new projects and revenue streams to the directors
- Identify areas requiring capital spending as opposed to general maintenance and plan accordingly
- Represent Yacht Havens in a professional and helpful manner

Person Specification:

You will be a confident and visible leader who enjoys being close to the operation and has a keen eye for the detail. You will combine strong marine or hospitality-style service standards with practical judgement, calm decision-making and the ability to bring out the best in a varied team.



This is a full-time leadership role requiring flexibility to meet the needs of a 24 hours a day, 365 days a year operation.

Essential

- Minimum of 5 years previous experience in a similar leadership role within the marina or hospitality / service industry
- Good understanding of marina operations, boating, boatyard activity or a willingness to build sector-specific knowledge quickly
- A strong customer service mindset, with the ability to set clear standards and coach others to deliver them
- Strong verbal and written communication skills
- Detail-oriented and works with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Must be extremely responsible with integrity and ability to maintain confidentiality and discretion
- Understanding of Marina Regulations and Regulatory Policies
- A full UK Driving License
- Physical fitness and ability to undertake outdoor work
- Willingness to work long hours, weekends and as required

Desirable

- A love of boating
- Boating qualifications and experience of marina operations
- Good knowledge of the local area by land and sea

In return

- Starting Salary: £75,000
- Company pension scheme
- Healthcare insurance after completion of probationary period
- 33 days leave including bank holidays
- Electric car scheme and discounted bikes through the Cycle To Work scheme
- Training opportunities and career development

To Apply:

To apply, please send your CV and a covering letter explaining why you would be the right fit for this role to:

hr@yachthavens.com



Yacht Havens Behaviours

Our behaviours: **Enthusiasm**, **Clear Talking** and **Team Working** demonstrate how we wish to carry out our day-to-day activities in the business and the attributes we wish to see among Yacht Haven staff and colleagues.

ENTHUSIASM Passion, pride, ownership, high standards		
Don't want to see	Want to see	Yacht Havens Ideal
Needs close management. Blames others. Becomes flustered when the heat is on. Does things only for show. "It's just a job".	Is enthusiastic. Has initiative. Doesn't wait to be told. Wants Yacht Havens to be the Best. Takes pride in their work. Cares about standards. Works at pace. Copes well with pressure .	Leads by example. Never gives up – finds solutions. Always does their best. Admits their mistakes. Goes the extra mile.
CLEAR TALKING Straightforward, clear, informal, thoughtful, interesting, sensitive		
Don't want to see	Want to see	Yacht Havens Ideal
Overuses jargon. Over complicates ideas. Confuses people. Is complacent about the business. Over relies on email. Poor communication.	Communicates sensitively. Listens. Is sincere. Admits when they don't understand or makes mistakes. Express ideas concisely. Uses a respectful style.	Communication with conviction. Paints a clear picture. Communicates knowledgeably. Understands customers needs. Acknowledge customers quickly.
TEAM WORKING Fun, caring, sociable, focussed, helpful, willingness.		
Don't want to see	Want to see	Yacht Havens Ideal
Moody or bad tempered. Doesn't interact with others. Thinks only about their own needs. Annoys people. Is intolerant of others. Bad mouthing others. Avoiding tasks.	Creates a sense of fun. Is genuinely friendly. Is happy to be themselves. Helps others. Respects others. Clear handover of information.	Anticipates others' needs. Goes out of their way to be helpful. Is engaging with others. Sets the tone for the group. Cares about other people's well being. Has presence. Gets the job done.

