

Job Description

Business Leader – Marina Operations

The Trafalgar Group is a young, dynamic, successful group of businesses operating in the leisure boating, marina and property sectors. We are seeking a commercially savvy and highly motivated financially astute leader with a strong background in marina management, business operations, and marine and lifting expertise. You will have excellent planning skills, a proactive mindset, and a proven ability to influence profitability while managing a diverse team.

Company Vision	To create vibrant, innovative destinations where people connect, thrive, and experience memorable moments, supported by seamless service that enhances every interaction, across all our locations.
Our Culture	Here at The Trafalgar Group, we enjoy a fun, vibrant, forward-thinking working environment. It is essential that the successful candidate not only has all the skills required for the role, but on a personal level has a bright and positive outlook, is friendly and a good team-player and is also happy to work at any level in the business when required. We actively encourage career progression within the business.
Location	The role is based at Thornham Marina but on occasion you may be required to travel to other locations and events.
Work days and environment	Work days will typically be from 0800 to 1700 with 30 mins for lunch plus weekend work on a rostered basis. On occasions and due to the demands of the job, you may be required to work outside of these times.
Reporting to	Dave Potter, Chief Operating Officer (C.O.O)
Responsible for	A team of 5 incorporating a yard Boatyard team and a sales and admin function.
Key liaisons	Work closely with our central finance and marketing teams as well as other Business Leaders within the business.
Recruitment timeline	Recruitment from 24 th Jan with appointment soonest.
Job purpose	Hands-on day-to-day management to ensure the success of Thornham Marina and its site operations, including planning, organising, and delivering actions to meet sales, costs, deadlines, quality, and service requirements.

Prime tasks and responsibilities

- Review and operate the marina in line with the Industry Code of Practice and Health & Safety legislation and statutory requirements.
- Proven ability to influence a P&L, track performance metrics, and deliver results.
- Identify new revenue streams and cost-saving opportunities to enhance financial performance.
- Manage budgeting, P&L reporting, and business plan target progress.
Develop and implement sales and marketing strategies in collaboration with the Marketing team.
- Utilise CRM tools to manage leads, track customer interactions, and drive sales.
- Drive new initiatives and projects to maximise income and enhance customer satisfaction.
- Plan, schedule, and communicate daily workloads with the team and other department leaders.
- Foster a culture of excellent customer service and team development.
- Administer employment contracts, appraisals, training plans, and recruitment processes.
- Engage with local stakeholders, including tenants, residents, and governing bodies to build positive relationships.
- Liaise with tenants, suppliers, local authorities, and planning bodies.
Ensure efficient planning and scheduling of yard operations, including lifting and shoring of boats.
- Conduct regular site walks, inspections, and ensure compliance with HSE standards.
- Complete planning and grant applications as required.
Attend out-of-hours callouts when necessary for customer requirements and emergencies.
- Assist with yard duties, including boat handling, shoring of boats, pontoon checks, and other operational tasks.

Skills and experience required.

- Proven experience in running a business or business unit, with a focus on influencing P&L and driving profitability.
- Strong financial acumen, including budgeting, reporting, and business planning.
- Demonstrated ability to drive new initiatives and deliver measurable results.
- Advanced planning and organizational skills, with the ability to manage multiple priorities.

- Marine and lifting operations experience, with practical knowledge of boat handling and yard operations.
- Familiarity with relevant Health & Safety and environmental legislation.
- Proven ability to develop and execute sales and marketing strategies.
- Knowledge of CRM systems and their role in driving sales and customer retention.
- Exceptional stakeholder management and communication skills.

Wage / salary

Dependent on experience.

Other benefits

A competitive salary and benefits package.

The opportunity to lead a thriving marina with an excellent reputation.

A supportive, close-knit team and a dynamic working environment.

Ongoing professional development opportunities.

Access to our Boat Club facilities

Take the plunge

If this is a role you see yourself in why not take the plunge? Head to thetrafalgargroup.co.uk/opportunities

Prepared By:		Date:	
Employee Name:		Date Joined:	
Job Description Accepted By <i>(Sign)</i> :		Date:	