

- Hands-on, hospitality and marine operations role
- Lead the team to provide first class customer service

- Pier 35 and Victoria Harbour (Melbourne) marinas
- Rewarding and challenging role with career growth

ABOUT D'ALBORA MARINAS

d'Albora Marinas is Australia's largest marina group with seven first-class marinas in prime locations across New South Wales and Victoria, providing a premium boating experience.

Members have the freedom to berth at any d'Albora marina on the east coast, enjoying exclusive reciprocal berthing rights, wet and dry storage, super yacht berthing capabilities, members-price guarantee on fuel 7 days per week, as well as waterfront restaurants, cafes and bars on location.

d'Albora Marinas is in an exciting phase of growth, with a further three marinas to join the brand in the near future. This is a great opportunity for a motivated and experienced hospitality or marine operations manager to join a dynamic team and grow with the company.

REGIONAL MARINA MANAGER CENTRAL MELBOURNE

Reporting to the General Manager National Operations, the Regional Marina Manager Central Melbourne will oversee the operations and financial performance of the marine operations at the two d'Albora Marinas sites in central Melbourne.

This diverse marine operations role is responsible for both the Pier 35 and Victoria Harbour marinas including:

- Building the hospitality focus of the services and facilities
- Maintenance & management facilities across two sites - two marinas, a boat stacker, significant on site tenant facilities (commercial negotiations are excepted), significant fuel service operations
- Site compliance - specifically safety, WHS & Environmental
- Contractor management
- Inspiring exceptional customer and stakeholder service
- Growing occupancy levels
- Analysing financial reports and developing strategies to achieve goals
- Community and regulatory authority liaison

To be considered for this role, you will be a proven operational business manager who is serviced focused and able to drive and develop a team to ensure the success of these diverse marine operations.

As a manager, you will be happy to work on-site rather than behind a desk, be a motivated self-starter who is able to work autonomously and inspire others towards shared goals. A career in customer and stakeholder service is essential while experience in marinas and facilities management will be highly regarded.

As a business that is at its peak operational performance on weekends, candidates must be available to work rostered weekends.

KEY RESPONSIBILITIES

The Regional Marina Manager Central Melbourne will be tasked to manage and oversee the delivery of the following key duties:

Facility Management

- Maintain the site & facilities (land & water) to ensure a clean and safe environment for customers and staff
- Develop and maintain R&M plans for the property- preventative and proactive
- Recommend Capital Improvement items
- Maintain the fuel system to ensure uninterrupted service to customers whilst adhering to legislative guidelines
- Manage contractors and suppliers
- Maintain regular tenant communication for day-to-day operational issues
- Ensure environmental and WHS legislation compliance
- Conduct regular training and drills with respect to environmental and incident response
- Review individual requirements for staff with respect to training, inductions, certification and licenses and ensure all are compliant
- Report all incidents and near misses on SetSail and externally if and when required
- Encourage a culture of safety by promoting, modelling and managing safe work practices
- Conduct periodic site compliance audits
- Liaise with the Commercial Property Management team with respect to tenant dealings
- Understand industry developments and regularly review regional/local competitors
- Participate in local industry groups, networking

KEY RESPONSIBILITIES (Continued...)

Customer Service

- Provide a high level of service across the entire site (both internally and externally)
- Promote and model the d'Albora Difference Service Principles and nurture a customer service culture.
- Ensure staff adhere to the d'Albora Difference Service Principles
- Ensure customer requests, inquiries and leads are responded to within 24 hours
- Maintain friendly and welcoming customer relations
- Promote site visitation and vessel usage
- Arrange and attend customer events

Business Management

- Drive occupancy and yield through responsive lead management & customer retention
- Maximise fuel sales
- Proactively manage COS margins through pricing and expense reduction
- Maintain market awareness
- Liaise with Guest Services regarding tactical marketing initiatives to deliver on business targets
- Prepare budgets
- Report against business KPIs and financial results
- Participate in meetings as required

Administration

- Ensure Marina Master is used in accordance with company standards and policy
- Ensure administrative tasks are attended to
- Provide proactive communications to customers and tenants
- Assist in the collection of accounts as required
- Ensure invoicing is correct and that additional services and utilities are charged
- Ensure access control rights are maintained
- Ensure contractors and visitors are registered and inducted on site
- Prepare budgets
- Report against business KPIs and financial results
- Participate in meetings as required

Employee Management

- Provide a motivating workplace environment through recognition and the sharing of information
- Ensure staff are on-boarded, appropriately licensed and inducted and that all required training has been completed and logged in SetSail

- Liaising with Human Resources on recruitment needs
- Ensure employee documents are reviewed and updated (eg. Position Descriptions)
- Provide HR with completed Employee Forms prior to commencement of duties
- Manage the performance of staff by providing feedback
- Rostering in accordance with Award and within budget guidelines
- Ensure staff are adequately informed of business goals, changes to procedures, property and company information and other information that will improve their ability to achieve the business goals
- Provide cross training for staff to promote teamwork and develop a multi-skilled more efficient workforce

Other

- Continually assess and improve work practices that will lead to more efficient and effective outcomes
- Other tasks within your delegated responsibility that will assist in achieving better business outcomes
- Other tasks as reasonably directed

REPORTING RELATIONSHIPS

Reports to: General Manager, National Operations

Direct Reports:

- All on site employees
- Dock staff & client liaison staff
- Assistant Manager & supervisors

KEY PERFORMANCE INDICATORS

Each KPI will be reviewed based on the split of 20% at Victoria Harbour and 80% at Pier 35:

Customer Experience (25%)

- Net Promoter Score above 45

Staff Experience (25%)

- All staff inducted, on-boarded, appropriately licensed & certified - all staff completion at 100% in SetSail (50%)
- Staff satisfaction & retention of high performers - retention rate & management assessment (25%)
- Demonstrated cohesive team multiskilled across all areas - # staff trained in to other areas at 80% (25%)

Business Performance (25%)

- Meet net water revenue budget (20%)
- Meet net fuel revenue budget (20%)
- Meet payroll ratio (10%)
- To meet budgeted EBRITDA targets (50%)

KEY PERFORMANCE INDICATORS (Continued...)

Safety, Risk & Environment (25%)

- Manage safety to minimise risk & associated costs (50%)
 - LTIs not to exceed 5 days
 - Cost of damage related to repairs / insurance excesses not to exceed \$5k pa
- Manage environmental compliance to minimise breach and associated costs (50%)
 - Reporting of all incidents and near misses through correct channels (internal & external)
 - Nil reportable incidents attributed to the marina site
 - Nil fines or breach notices

SELECTION CRITERIA

In addition to demonstrating **relevant experiences across the core functional areas of responsibility identified in this Position Overview**, candidates applying for the Regional Marina Manager Central Melbourne role will require a range of personal and professional skills, including:

Position Competencies

- Customer service and hospitality management
- Maintenance / facilities / operations management
- Financial literacy
- Commercial acumen
- Environmental, safety & WHS compliance
- Business development
- Performance management
- Exceptional administrative skills
- Boat license
- Forklift license
- Drivers' license

Inter-Personal / Communication

- Exceptional communication skills and the ability to communicate across all levels
- High standard of writing skills
- Work under pressure of competing demands.
- Integrity, Dependability & Competence
- Thinks Strategically
- Results driven
- Flexibility - Able to adapt to and work effectively within a variety of situations

Service

- Inspires others to provide exceptional customer service
- Interacts professionally with customers at all times
- Promptly responds to requests with accuracy and a courteous demeanour

Business Understanding

- Demonstrates an awareness of fundamental business principles as well as an understanding of the overall industry in which the business operates

Team Player

- Works as a competent member of the team, willingly providing back-up support for co-workers when appropriate and actively supporting group goals

Judgement

- Exhibits sound judgment and the ability to make reasonable decisions in the absence of direction (demonstrates initiative)
- Swiftly refers problems/issues to the appropriate person(s) when necessary
- Works effectively without constant and direct supervision or guidance

Personal Attributes

- Mature approach
- Exceptional communicator
- Able to engage and inspire others
- Self-starter
- Positive disposition and contagious enthusiasm

LOCATION AND TRAVEL

The position will work across both the Pier 35 and Victoria Harbour marinas. Pier 35 is located at 263-329 Lorimer Street, Port Melbourne. Victoria Harbour is located at 28 Cumberland Street, Docklands.

HOURS OF WORK

This is a full time position. The role will require flexibility in working days and hours to meet the needs of the business and customers, noting there is an expectation that routine working roster will involve weekends. Work on public holidays may also be required from time to time.

There will also be some agreed block out periods for annual leave during peak operational periods.

REMUNERATION GUIDE

An attractive remuneration package will be available to the successful candidate, negotiable depending upon the skill level and experiences. At the time of applying candidates are invited to indicate their salary expectations.

Candidates are invited to discuss their salary expectations with Sportspeople Recruitment prior to applying.

REGIONAL MARINA MANAGER CENTRAL MELBOURNE - D'ALBORA MARINAS



RESIDENCY AND IMMIGRATION

Candidates must be an Australian Citizen / Permanent Resident or have unlimited working rights within Australia to be considered for this position.

TIMELINES

Final interviews and the appointment of the Regional Marina Manager Central Melbourne, d'Albora Marinas are scheduled for April 2019.

The successful candidate would be expected to commence duties as soon as practicable by arrangement.

WEBSITE AND SOCIAL MEDIA

For more information and news items on all facets of business activities, services and programs visit:

d'Albora Marinas website: dalboramarinas.com.au

Facebook: facebook.com/dalboramarinas

Twitter: twitter.com/dalboramarinas

Instagram: instagram.com/dalboramarinas

LinkedIn: linkedin.com/company/d'albora-marinas

PLEASE APPLY NOW TO AVOID MISSING OUT!

Please note Sportspeople Recruitment will commence screening and interviewing for this role immediately.

If you are intending to apply, please do so now.

Preferred Format: Candidates must complete and submit the **Sportspeople Recruitment Application Form** at the time of applying. The Form is available as a download at the Sportspeople Jobs Market listing for this role and contains questions against which we require your specific response prior to considering your application.

Sportspeople Recruitment prefers a 2 page letter of introduction and a CV of no more than 6 pages, merged into the Application Form as one MS Word file.

APPLY TO

Your application should be sent electronically to jobs@peoplerecruitmentgroup.com with the subject identifier of the email to be formatted as follows:

**190306-01 Regional Marina Manager Central Melbourne -
d'Albora Marinas <<Your Name>>**

ENQUIRIES

The Regional Marina Manager Central Melbourne, d'Albora Marinas recruitment assignment is being managed exclusively by **Sportspeople Recruitment**.

In the first instance general enquiries should be directed to Robert McMurtrie on 0413 838 464, FREECALL AUSTRALIA 1800 634 388 or +61 2 9555 5000.

Sportspeople Recruitment is a specialist division of People Recruitment Group.