



Job Description

Entity in which the role sits:	Beaulieu Enterprises Ltd	Position type:	Full-time
Job title:	Moorings Manager		40 hours per week. Occasional weekend working and some Bank Holidays.
Department:	River		
Location:	Bucklers Hard Yacht Harbour		
Salary range: (Based on experience)	£ 30,000.00 Full-time equivalent salary (FTE)		
Study package	Not applicable		
Driving licence required?	Yes	Standard Beaulieu Hybrid Working Policy Applies:	No
Travel required?	No		Need to be available on Site.
Start date:	ASAP		
Application cut-off date:	06/03/2026		
Reporting lines:			
<pre> graph TD HM[Harbour Master] --- AHM[Assistant Harbour Master] AHM --- MM[Moorings Manager] </pre>			
Purpose of the role:			
Responsible for the sales, administration and allocation of moorings and berths on the Beaulieu River and being part of the Harbour administration team based at the marina. The role will require working at weekends especially during the busy summer season.			
Qualifications / Education (or equivalent)		Importance	Assessment approach
RYA Powerboat Level 2		Desirable	Shortlisting
VHF Short Range Radio Certificate		Desirable	Shortlisting
Educated to A Level or equivalent (or significant relevant experience)		Desirable	Shortlisting



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Experience	Importance	Assessment approach
Experience of harbour administration systems including moorings management and customer care	Desirable	Shortlisting
Proficient in IT skills, including Word, Power point & Excel	Essential	Shortlisting
Experienced in working in a customer focussed role	Desirable	Shortlisting
Experience in working in a sales environment	Desirable	Shortlisting
Skills	Importance	Assessment approach
Outstanding customer service	Essential	
Strong communication skills – written and verbal	Essential	Interview
Problem solving abilities	Desirable	Interview
Able to prioritise and maintain a high level of accuracy	Desirable	Interview
Knowledge and understanding	Importance	Assessment approach
An understanding and interest in boating and the marine industry	Essential	Interview
Knowledge of the day to day running of a harbour office and making telephone and VHF calls	Desirable	Shortlisting / Interview
Sound knowledge of different vessels and mooring types	Essential	Shortlisting
Role and responsibilities		
<p>Key Duties:</p> <ul style="list-style-type: none"> To allocate available berths taking into consideration vessels size and maneuverability but also ensuring maximum income. To administer the allocation of sub-let moorings. To maintain accurate records of all activities to provide an audit trail. Representing the marina at external shows such as the Southampton Boat Show. To deliver outstanding service to customers protecting the reputation of the Company at all times. To deal with customer queries in a timely and efficient manner. Responsibility for maintaining and updating accurate computer systems with regard to waiting lists, deposits, customer and boat details and refunds. Identify unpaid accounts from records and referring to the Harbour Master for appropriate action. Ensure all Mooring license packs and annual renewals are sent out on time and accurate. To assist in the receiving and processing of payments for the use of harbour facilities. To assist at the front desk dealing with customers and taking payments. Assisting the Harbour Master with projects / assignments as and when required. Assist in the day to day running of the harbour office to include answering telephone and VHF calls. Undertaking any other duties which may be required from time to time especially during busy periods. 		
Line Manager Approval: (Signature and name)	Wendy Stowe Harbour Master	Date: 23/02/2026
HR Approval: (Signature and name):	Lisa Gridley HR Manager	Date: 23/02/2026



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