

# Vacancy – Commercial Manager

Salary – circa £35,000 per annum, starting salary dependant on skills and experience



An exciting opportunity has arisen for a full time Commercial Manager to support the Harbour Master in leading the operation of Dart Harbour. This Dartmouth-based role will involve leading the office-based team, managing all aspects of the organisation's finances, managing HR matters across the organisation, and championing customer service. In collaboration with the Harbour Master, you will also be driving forward and managing the strategic direction of the organisation, and reviewing, developing and implementing systems and processes that enable efficient and effective business operations.

Dart Harbour is a trust port, set up by an Act of Parliament, to manage the Dart Estuary, from the sea to Totnes. This trust port status means we are not profit making, instead, we reinvest all of our income into the operation and improvement of the harbour. We have no shareholders, and are not part of local government, instead we are answerable to our many and varied stakeholders, and ultimately to future generations.

Our Mission is to manage, protect, and enhance Dart Harbour whilst supporting the local economy and community. We will operate Dart Harbour safely as a Trust Port in accordance with the Port Marine Safety Code; conserve and enhance Dart Harbour as an Area of Outstanding Natural Beauty that benefits the local community and manage Dart Harbour in a way that balances the needs of all stakeholders

Our Values are Safety, Teamwork & Accountability

Our Strategic Pillars are Safety, Sustainability, Stability, Stakeholders & Staff

We are looking for an effective leader who strives for continuous improvement, can take the lead, works well on their own initiative and is ready for a new challenge at our thriving harbour within a vibrant and engaged community. The successful candidate will have a strong accountancy background, experience in developing and implementing strategy and in management of people. You will be a strong team player who is flexible and self-motivated with the ability to adapt to a wide range of tasks and manage workload effectively. You will be passionate about great customer service – able to deliver it yourself and to motivate others.

## Key responsibilities include but are not limited to;

- To act as a member of the senior management team, supporting the Harbour Master/CEO in running the organisation in an efficient, financially prudent and compliant manner.
- Responsible for liaising closely with the Harbour Master and the board to devise and establish the organisation's strategy.
- Continuously review and report on the organisation's progress against its strategic objectives and manage its direction to ensure it is achieved.
- Lead, manage and develop the office-based team, engaging them in the organisation's strategy and supporting them in effectively achieving their objectives.
- Develop and manage the organisation's budget and carry out periodic budget analyses and reporting, ensuring that spending is cost-effective and identifying cost reduction opportunities where possible.
- Review the office and finance systems to ensure they are appropriate for the tasks and transactions required, and minimise financial risk, and research and implement new systems where necessary.
- Review the operational and financial processes and seek to continuously improve these to ensure they are efficient and robust.
- Supervise and manage finance operations, delegating responsibilities to the Finance Officer, as well as undertaking regular financial reporting, planning, cashflow projections and interpreting financial information.
- Have oversight of the process for liaising with auditors to ensure the annual monitoring is carried out.
- Hold accountability for ensuring that all processes and systems are compliant with legislation and GDPR.

- Support the accurate execution of the monthly payroll to ensure that employees are paid in a timely manner and in line with their contracts of employment, as well as administering the pension scheme.
- In collaboration with our HR consultant, provide guidance on people management in the organisation to ensure that it is in line with employment legislation, minimising any risk where necessary.
- To support the Harbour Master in striving to achieve excellent levels of customer service when dealing with the public, berth holders, stakeholders and other organisations operating on the river.
- To lead the organisation's communications strategy
- To seek out potential commercial opportunities where the organisation can enhance revenue.
- To provide a certain amount of direct customer service in the office, including approximately one weekend in three during the summer season.
- Seek continuous professional development, particularly in relation to financial and employment regulations and legislation and attend training and development courses as considered necessary.

### **Qualifications, Skills and Experience Required**

- AAT Level 4 or an equivalent qualification in finance
- Significant experience in holding a similar senior level position, including financial responsibilities
- A track record in effectively leading, managing and developing a small team, and working effectively with the wider management team to achieve organisational results
- Skills and Experience in interpreting financial information and evaluating financial performance, identifying cost reduction opportunities and risk
- Experience in contributing to, leading on and achieving strategic objectives.
- Knowledge of financial regulations and legislation.
- Knowledge of employment legislation.
- An understanding of the marine business – either at a professional or personal level.
- Outstanding leadership skills, with the ability to engage teams in change as well as coaching and mentoring.
- An ability to work efficiently and accurately, and effectively prioritise workload to meet deadlines.
- Excellent written and verbal communication skills.
- Highly competent with IT, data analysis and using a range of financial software.
- Discreet and confidential.
- Strong interpersonal skills - calm under pressure, able to challenge constructively, develop creative solutions, manage a wide variety of situations in a meeting and ensure that the outcomes are in the best interest of the organisation.

### **Desirable Qualifications, Skills and Experience**

- A graduate degree or equivalent
- CIPD Level 3
- Experience of working in an SME environment.
- Experience of working with stakeholders and authorities in the public sector.
- Experience of managing external communications
- Experience of systems integration
- An understanding of the services of a Harbour organisation.

### **Other benefits:**

Dart Harbour strives to be a great employer. In addition to your salary, benefits include generous holiday allowance, a good defined contribution pension scheme, private medical cover, limited parking and a prime position waterfront office in the heart of Dartmouth. The biggest benefit, however, is our friendly, small team ethic. We are an equal opportunities

employer and we welcome applications from all suitably qualified persons regardless of their background, which helps us to provide a diverse and inclusive working environment.

Please note: We undertake random screening for substance abuse and operate a zero-tolerance policy.

**Application method:**

To apply, please email [harbourmaster@dartharbour.org](mailto:harbourmaster@dartharbour.org) with your CV and a detailed cover letter.

The closing date for receipt of CVs is 5pm on 20<sup>th</sup> June 2022.