



Royal Motor Yacht Club

Job Description and Person Specification

Job Title	Haven and Yard Administrator
Reports to	Club Manager and/or Business Manager (line management); liaises with the Haven and Yard team on operational arrangements
Location	Royal Motor Yacht Club, Poole
Hours	18 hours per week
Salary	£29,120 per annum pro rata (£13,104 actual per annum)
Date prepared	July 2026

Job Purpose

To provide efficient and friendly administrative support to the Haven and Yard, acting as the first point of contact for members, visitors and contractors. The Haven and Yard Administrator manages the office's day-to-day records, diaries, keys and paperwork, ensuring that boat storage, berthing, hire and job requests are administered accurately and that insurance and compliance records are kept up to date. The postholder is line managed by the Club Manager and Business Manager and liaises with the Haven and Yard team over operational arrangements.

Key Responsibilities

Member and Visitor Contact

- Act as the first point of contact for the Haven and Yard office, answering telephone calls and dealing with enquiries when the yard team is unavailable.
- Respond to email queries promptly and courteously, referring matters to the Haven and Yard team or Club Manager where appropriate.
- Advise members of boat movements and storage arrangements.
- Issue haven waiting list forms and explain the waiting list process to members.

Storage and Berthing Administration

- Log all boat storage requests and maintain accurate storage records.
- Manage the diary of visitors' berths.
- Manage the diary of job requests, deliveries and returns.

Keys and Security

- Issue engine room keys and maintain the boat key register, ensuring keys are signed out and returned correctly.
- Manage the contractors' signing-in book, ensuring all contractors sign in and out when working on site.

Insurance and Compliance

- Keep records of boat and contractors' insurance, chasing renewals and missing documents as necessary.
- Support compliance with the RIB checklist.
- Check that dinghies and paddleboards are correctly labelled.
- Ensure all H&S compliance is adhered to and administered correctly.

Hire and Equipment

- Administer paddleboard and dinghy hire, including the issue and return of paddles and fins kept in the office.
- Order equipment and supplies as requested by the Haven and Yard team.

Paperwork and Finance Support

- Raise paperwork and admin for job requests and pass to the Accounts team for invoicing.
- Produce annual Haven and Yard forms and associated paperwork/administration.

General

- Maintain accurate, well-organised records and filing for the Haven and Yard office.
- Handle member and contractor information confidentially and in line with data protection requirements.
- Liaise with the Haven and Yard team over day-to-day operational arrangements.
- Undertake any other reasonable administrative duties as requested by the Club Manager or Business Manager.

This job description sets out the main duties of the post but is not exhaustive. It may be reviewed and amended from time to time in consultation with the postholder to reflect the changing needs of the Club.

Person Specification

Criteria	Essential	Desirable
Experience	• Experience in an administrative or office-based role • Experience dealing with customers, members or the public by telephone, email and in person • Experience maintaining accurate records and filing systems	• Experience in a marina, boatyard, sailing club or similar marine environment • Experience raising purchase orders or job paperwork for a finance/accounts team
Skills and Abilities	• Confident, courteous telephone and email manner • Well organised, with the ability to manage diaries and prioritise competing requests • Accurate record keeping and good attention to detail • Competent user of Microsoft Office (Outlook, Word, Excel) or equivalent • Able to work unsupervised and use initiative when the yard team is unavailable	• Experience using booking or diary management systems • Experience of electronic data management systems
Knowledge	• Understanding of the importance of confidentiality and data protection when handling member information	• Knowledge of boats, boat handling terminology and yard operations • Awareness of insurance and compliance requirements for contractors working on site
Personal Qualities	• Friendly, professional and approachable with members, visitors and contractors • Reliable, trustworthy and security-conscious, particularly when handling keys • Calm and methodical under pressure • Team player, willing to support the wider Haven and Yard team flexibly	—