

Position Description

Vacancy Title: **General Manager – Marina & Commercial Operations**

Location: **Denarau**

Reports To: **Chief Executive Officer (v 4.00)**

Objective

The General Manager – Marina & Commercial Operations plays a critical leadership role in support of the CEO, with responsibility for both the operational performance and commercial growth of Port Denarau Marina. The role ensures efficient delivery of marina operations, guest services, tenant management, infrastructure projects, and compliance, while also driving business development, brand visibility, and stakeholder engagement. Reporting directly to the CEO, the General Manager translates the company's strategic vision into operational results and commercial outcomes.

Outcomes

Organisational Stakeholders

1. Operational and Guest Services Oversight

- Management of daily marina operations ensured, including berthing, service delivery, tenant management, and customer relations.
- High standards of service upheld for superyacht, commercial, and local clientele.
- Support provided to the CEO in maintaining international marina certifications (e.g., Clean Marina, MIA accreditation) and environmental standards.

2. Project & Infrastructure Delivery Oversight

- Capital projects delivered, including jetty extensions and masterplanning.
- Liaison with contractors, consultants, and regulators ensured to achieve delivery within scope, time, and quality standards.
- Continuous improvement driven across infrastructure and service delivery.

3. People, Culture, and Performance Management

- Supervision of department heads ensured, including operations, finance, reservations, and security.
- High-performance culture driven, aligned with company values of safety, innovation, and hospitality.
- Workforce planning, performance management, and succession initiatives led.

4. Financial & Business Administration

- Support provided to the Finance Manager in terms of monitoring budgets, forecasts, and operational cost controls.
- Support provided to the CEO in strategic financial planning and board reporting.
- Operational efficiency improvements identified and implemented.

5. Strategic Alignment & Stakeholder Engagement

- CEO's vision translated into actionable operational plans.
- Representation of the CEO ensured in key meetings with stakeholders and regulators.
- Compliance with SOPs, bylaws, and maritime regulations overseen.

6. Safety, Security & Environmental Compliance

- Safety, security, and emergency preparedness of the Marina ensured.
- Incident amangement and risk reporting effectively coordinated.
- Compliance with OHS, environmental, and maritime legislation driven.
- Port of Entry requirements ensured (ISPS accreditation)

7. Statutory & Operational Compliance

- Compliance with PDML policies, leases, and by-laws overseen.
- Operational procedures coordinated with relevant departments.
- Incidents and risks (operational, corporate, environmental) reported to the CEO within 24 hours.
- Compliance with Fiji legislation (MSAF, OHS, Employment) and international maritime obligations ensured.

8. Market Development & Growth

- Continuous improvement driven across service delivery, profitability, and operational efficiency.
- Business growth initiatives executed, and new revenue opportunities Identify and assessed
- PDML's public image and brand visibility in local and international markets enhanced..
- Stakeholder relations fostered to support long-term growth and community engagement.

9. Reporting & Decision Support

- Timely, analytical, and actionable reports provided to the CEO and the Board.
- Operational KPIs monitored and performance gaps advised.
- Ad-hoc information requests responded to, supporting informed executive decision-making.

10. PDML's image and values demonstrated and upheld at all times

- Port Denarau Marina's brand, image, and values promoted in all dealings.
- Strategic alignment across departments supported.
- Good corporate governance practices modelled and enforced.

Responsibilities - Key Competencies

Competence	Description
Business	
Strategic Development	Establish the strategic direction and steer the organisation towards its goals
Business Performance	Manage the performance of the organisation.
Risk Management	Analyse and manage risk.
Change Management	Implement and manage changing situations resulting from a change in strategic/business.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Resource Management	Deliver results through the efficient and effective allocation and use of supplies , equipment and people.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Documentation	Communicate using formal business writing.
Communication	Exchange information through verbal communication
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Promotion	Promote the value of the products/services offered by the organisation.
Commercial Focus	Optimize the commercial viability of the organisation.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.
Organisational Values	Display the organisation's image and value standards.
Social and Cultural Awareness	Respond respectfully and effectively to people of different cultural and social backgrounds.
People	
Leadership	Utilise a leadership position to influence people and events and to increase performance.
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Problem Solving	Develop practical solutions to a situation.
Negotiation	Reach agreement through discussion and compromise.
Learning	Develop the competencies of self and others to enhance performance.
Professional	
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Operational	
Health and Safety	Establish and maintain a safe and healthy work environment.
Environment	Establish and maintain an environmentally friendly organisation

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Business Administration, Commerce	or equivalent
Desirable		
Other	Marina Management	Marina Industry Qualifications (IMM/AMM/CMM)

Work Knowledge and Experience

- Minimum 7 years in a senior operational or general management role, ideally in the maritime or hospitality sector
- Familiarity with Business System Integration, marina management software, and ESG reporting is a plus
- Demonstrated leadership of multidisciplinary teams and infrastructure projects
- Strong commercial and financial acumen
- Experience in working with regulatory and governmental bodies

Requirements

Language Proficiency

Excellent command of English

Regulatory Compliance Requirements

First Aid Certificate

Driver's License

OHS Certificate

Boatmaster's license

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	All staff	
	Chief Executive Officer	
	Management Team	
External		
	Maritime Safety Authority of Fiji (MSAF)	
	Marina Industry Association	
	Tenants	
	Customers	
	Stakeholders	
	Training Institutions	
	Auditors	
	Business clients	
	Contractors	
	Emergency and Rescue Agencies	

Attributes

Behavioural Styles

- Accountable Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
- Innovative Devises new and creative ways to do things comes up with original ideas.
- Integrity Adherence to moral and ethical principles; soundness of moral character; honesty.

Interpersonal Styles

- Objective Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
- Perceptive Shows keen insight and understanding of issues or situations.
- Team Enjoys being with others as part of a group or team.
- Oriented

Thinking Styles

- Analytic Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
- Initiative Takes action and makes decisions without the help or advice of other people.
- Well Controls tasks in a well thought out and critical manner
- Organized

How To Apply

Submit your CV and a cover letter, including contact details for three professional referees, via the designated job portal link. Emailed applications will not be accepted. Only shortlisted candidates will be contacted. All applications will be treated with the strictest confidence. The selection process will be based on merit, with a commitment to equal opportunity in employment.

Contact for Enquiries

Contact Name: Leonarda Patterson

Contact Email: leonarda@maxumise.com

Further Contact Information: --

Closing Date: 12 Oct 2025