

Position Description



Position Title:	Boatyard Services Manager
Position Objective:	This role provides operational and service leadership for Gippsland Ports Boatyard services, leading day-to-day operations at Paynesville Boatyard and providing oversight of Bullock Island Boatyard and remote slipway sites, to ensure safe, customer-focused and coordinated service delivery.
Business Unit:	Infrastructure and Operations
Location:	Paynesville Boatyard, with regular attendance at Bullock Island Boatyard and periodic travel to other Gippsland Ports facilities (including remote slipway locations) as required.
Reports to:	Executive Manager Infrastructure and Operations
Supervises/Manages:	Team Leader Bullock Island Boatyard Works Scheduler and Supervisor – Paynesville Boatyard Boatyards Administration Officer Paynesville Boatyard Port Workers / Apprentice Port Workers
Employment Status:	Full time
Classification:	Administration Level 5.1 – 5.4 - Gippsland Ports Enterprise Agreement 2023
Salary:	\$136,404 to \$151,166 per annum
Superannuation:	12% Superannuation Guarantee Contributions
Vehicle Provision:	Tools of Trade Use
Probation Period:	Six months
Enquiries:	Tom Weatherall, Executive Manager Infrastructure and Operations on (03) 5150 0500
Date:	March 2026
Pre-employment medical required:	Yes
Psychometric testing required:	Yes
Police Check required:	Yes

OUR PURPOSE

Gippsland Ports is a Committee of Management with responsibilities delegated from the Victorian Government’s Department of Transport and Planning to manage infrastructure assets that include navigation aids, public jetties, berth and mooring facilities, boat lifting and vessel servicing facilities and dredging operations. Services provided assist recreational boating, charter vessels, commercial vessels, professional fishing, marine and offshore industries. Gippsland Ports head office is located in Bairnsdale, with depots at Lakes Entrance, Port Welshpool and Paynesville.

OUR VISION

To lead the way in sustainable local port and waterway management, helping to navigate a prosperous future for our region.

OUR MISSION

To provide safe passage and access for users of Gippsland’s magnificent ports and waterways to live, work, play, and connect, now and into the future.

OUR VALUES

Our values form our governing principles and fundamental beliefs that guide us in our moments of choice and promote consistent daily behaviours to help us achieve our mission and goals.



Healthy People, Health Environment

The safety and wellbeing of our people, our community, and our environment is our highest priority.



Community & Culture

We build community connections, embrace diversity, and proudly celebrate our regional culture.



Customer Focussed

We focus on providing our customers with great value and experiences.



Collaboration & Communication

We achieve more together by exchanging ideas, working in partnership, and openly communicating.



Can Do Attitude

We are resourceful, motivated, multi-skilled, and focus on getting things done.



Clever Thinking

We encourage ideas and embrace innovation to create positive outcomes and change.

POSITION OBJECTIVE

The Boatyard Services Manager provides operational and commercial leadership for Gippsland Ports' boatyard services, ensuring safe, customer-focused and coordinated delivery across Paynesville and Bullock Island Boatyard sites, in addition to remote slipway locations.

The role will lead day-to-day boatyard operations at Paynesville in close collaboration with the Works Scheduler and Supervisor, and provide direct management, coaching and capability development for staff. The position will also provide operational oversight and support for the Bullock Island Boatyard Team Leader, ensuring consistent standards and collaboration in service delivery. The Boatyard Services Manager will monitor and coordinate resource allocation, service prioritisation and customer outcomes across Gippsland Ports Boatyard services to optimise capacity and maintain consistent customer experience.

The incumbent is required to:

- Lead and coordinate day-to-day operations at Paynesville in collaboration with the Works Scheduler and Supervisor, including work planning, staff coordination, scheduling oversight, quality control and customer service delivery.
- Provide direct people leadership for Paynesville boatyard staff, including supervision, coaching, performance feedback and support for training and development to build capability and improve service standards.
- Provide operational oversight and service leadership for Bullock Island through the Bullock Island Team Leader, supporting consistent implementation of policies, processes, safety and compliance requirements.
- Coordinate cross-site planning, collaboration and resource sharing to optimise throughput and customer allocations across both sites.
- Provide commercial oversight of customer account management including quoting/estimating, job cost control, variations and documentation required to support timely billing and accurate records.
- Ensure effective inspection and maintenance planning for boatyard plant and equipment and consistent compliance with safety and environmental obligations.
- Drive continuous business and system improvements to improve efficiency, strengthen planning and scheduling, and ensure consistent service standards across sites.

SIGNIFICANT WORKING RELATIONSHIPS

Internal

- Management Team
- Bullock Island Boatyard Port Workers
- Risk & Compliance Manager
- Environmental Health & Safety Officer
- Human Resources Coordinator
- Corporate Services
- Marine Operations
- Operations Teams

External

- Boatyard customers
- Site licensees
- Marine industry stakeholders

- External contractors
- Services, goods and equipment suppliers
- Government department representatives
- Relevant government agencies

DELEGATIONS

- Delegated purchasing authority level to \$25,000.
- In accordance with Purchasing & Delegations Policy

SPECIAL CONDITIONS

The position may require travel between Gippsland Ports’ facilities throughout its region and to other locations, including Melbourne.

KEY ROLES AND RESPONSIBILITIES

Key Roles	Responsibilities
Lead day-to-day Paynesville Boatyard operations	<ul style="list-style-type: none"> • Plan, coordinate and direct daily operations at Paynesville to achieve safe, timely and quality outcomes. • Coordinate work programs, priorities, and plant availability in collaboration with the Works Scheduler & Supervisor. • Maintain operational oversight of vessel movements, yard capacity, and service delivery standards.
Provide service leadership and oversight for Bullock Island	<ul style="list-style-type: none"> • Provide operational oversight and support to the Bullock Island Team Leader to maintain consistent service standards, compliance and governance expectations. • Review operational performance, capacity and constraints at Bullock Island and support resolution of competing priorities where required. • Promote effective collaboration and communication between sites to support consistent customer experience.
Cross-site coordination (resource allocation, service prioritisation, customer allocation)	<ul style="list-style-type: none"> • Coordinate cross-site planning and collaboration to optimise overall boatyard throughput and customer allocations. • Monitor resource allocation across sites and align priorities to operational needs, customer commitments and safety/compliance requirements. • Support effective resource sharing (people/plant) to manage peaks, constraints and high-impact customer requirements.
Remote slipways – bookings coordination, maintenance planning and compliance oversight	<ul style="list-style-type: none"> • Coordinate and oversee the management of bookings and customer allocations for Gippsland Ports’ remote slipway locations, ensuring transparent communication, appropriate scheduling, and accurate records. • Oversee the development, implementation and review of periodic maintenance plans for remote slipway assets and

	<p>associated plant/equipment, including prioritisation of works and coordination of required resources.</p> <ul style="list-style-type: none"> • Ensure effective site management and compliance for remote slipway operations, including adherence to Gippsland Ports policies and procedures (safety, environmental, purchasing, customer documentation) and management of site risks. • Coordinate internal and external stakeholders (including operational staff, site-based resources, contractors and relevant Gippsland Ports managers) to plan and deliver slipping and maintenance activities in a safe and efficient manner.
People Leadership	<ul style="list-style-type: none"> • Directly manage employees including day-to-day leadership, performance management, coaching and development. • Conduct performance planning and annual performance reviews in line with Gippsland Ports frameworks and values. • Identify training needs and support capability uplift across sites, including supervision standards and safe work expectations.
Customer account management and commercial governance	<ul style="list-style-type: none"> • Oversee estimating/quoting, job cost control, variation management, and customer communications to ensure transparency and timely delivery. • Ensure completeness and accuracy of customer documentation and job records to support timely billing and robust financial governance. • Maintain a strong customer service culture and manage escalated customer issues/disputes professionally.
Safety, environment, risk and compliance leadership	<p>Ensure consistent application of safety and environmental requirements across boatyard sites, including inductions, safe systems of work, and contractor/customer controls.</p> <ul style="list-style-type: none"> • Monitor compliance with Gippsland Ports policies and procedures (purchasing, revenue, safety, environmental and site rules) and drive corrective actions where required. • Promote a positive safety culture and ensure hazard/incident reporting and follow-up actions are completed.
Plant, equipment and maintenance planning	<ul style="list-style-type: none"> • Ensure inspection and maintenance planning is in place for boatyard plant and equipment to maintain compliance, availability and safe operation. • Monitor outages and maintenance constraints and adjust operational plans accordingly to minimise service disruption.
Booking/scheduling systems and continuous improvement	<ul style="list-style-type: none"> • Lead continuous improvement of booking/scheduling and documentation systems, templates and workflows to improve efficiency and consistency across sites. • Improve operational reporting and data quality to support planning, customer management and financial processes.
Procurement, stock control and delegations	<ul style="list-style-type: none"> • Oversee purchasing and stock control within delegations and policy requirements, ensuring value for money and consistent governance across boatyard operation
Emergency response (as required)	<ul style="list-style-type: none"> • Support readiness and participation in incident and oil spill response where required

The incumbent can be expected to be allocated duties not specifically mentioned in this document but within the capacity, qualifications and experience normally expected from a person at this level within Gippsland Ports.

COMPETENCIES RELEVANT TO THE POSITION

<p>Qualification/s</p>	<ul style="list-style-type: none"> • Relevant marine industry trade/technical qualification or formal qualification in leadership/management/business/project management or an equivalent combination of extensive relevant experience and/or training in boatyard/slipway operations and customer service delivery. • Current Victorian Driver’s License (mandatory). • Relevant plant and marine licenses/competencies appropriate to boatyard operations (preferred). • Workplace First Aid Certificate (preferred). • Recognised swim/sea survival/work-over-water capability where required by the work environment (mandatory – in house training) <p>Note: Cancellation or suspension of either drivers or marine Licence will impede the effective performance of required responsibilities and may result in termination of employment.</p>
<p>Capabilities & Behaviours</p>	<ul style="list-style-type: none"> • Demonstrated ability to provide operational leadership in a complex, customer-facing environment, including planning, prioritisation and service coordination across multiple work fronts. • Strong people leadership capability including direct supervision, performance management, coaching and capability development across a sizeable operational workforce. • Strong commercial judgement and integrity, including governance of quoting/estimating, job cost control, variations, purchasing and billing readiness. • Demonstrated ability to build effective working relationships across sites and functions and to communicate clearly with customers, contractors and internal stakeholders. • Demonstrated commitment to safety and environmental leadership, with the ability to embed consistent standards and drive compliance. • Continuous improvement mindset: identifies inefficiencies, improves systems/processes, and drives consistent application of procedures and policy. • Strong administrative and digital capability (Microsoft 365 and relevant systems) to support planning, reporting and record management.
<p>Knowledge & Experience</p>	<ul style="list-style-type: none"> • Demonstrated knowledge and experience in boatyard/slipway operations, vessel lifting/slipping, vessel servicing/maintenance, and associated plant/equipment management. • Demonstrated experience applying OHS and environmental risk management in operational settings, including inductions, safe systems of work, contractor/customer controls and incident management. • Experience managing customer accounts in a service delivery environment (estimating/quoting, job costing, variations, records and billing handover).

- Experience planning and coordinating operational resources to optimise throughput and customer outcomes across competing priorities.
- Experience improving scheduling/booking processes, documentation and workflow systems to improve transparency and efficiency.

ENVIRONMENT HEALTH & SAFETY REQUIREMENTS

All Supervising staff are required to implement and maintain the Gippsland Ports' EH&S Management Strategies in areas under their control, ensuring compliance with legislative requirements and the established standards.

All other staff will assist the Manager of their work unit to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures.

Where appropriate, staff will participate in and contribute to EH&S, Designated Work Group and "Toolbox" meetings; develop safe work/operating procedures; and provide appropriate information, instruction, training and supervision. Staff will also inform the Manager or the OH&S Representative of their work unit of any unsafe working practices or hazardous working conditions.

GIPPSLAND PORTS' EXPECTATIONS

All staff are expected to:

- Contribute to the efficient and effective functioning of their team or work unit in order to meet Gippsland Ports' objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by their manager/supervisor;
- Participate in the Annual Performance Review which includes a regular review of their performance against the responsibilities and performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to Gippsland Ports' values;
- Perform their responsibilities in a manner which reflects and responds to continuous improvement; and
- Read, understand and comply with all Gippsland Ports' policies and procedures.

KEY SELECTION CRITERIA

1. **Boatyard/slipway operations expertise:** Demonstrated knowledge and experience in boatyard and slipway operations within the marine industry, including vessel lifting/slipping activities
2. **Qualifications:** Relevant marine industry qualification, or formal tertiary qualification in leadership/management/business/project management, or an equivalent combination of



extensive relevant experience and/or training in boatyard/slipway operations and customer service delivery.

- 3. **Customer service & stakeholder management:** Excellent customer service and stakeholder management skills, including clear communication and ability to resolve issues.
- 4. **Operational service delivery leadership:** Proven experience leading operational service delivery, including planning, prioritising and coordinating resources to achieve safety, quality and timeliness outcomes across multiple locations or work fronts.
- 5. **People leadership:** Proven ability to lead and manage an operational workforce, including supervision, performance management, coaching and capability development to maintain standards and improve performance.
- 6. **Commercial acumen & governance:** Demonstrated commercial acumen in estimating/quoting, job cost control, variations, and documentation discipline to support timely billing and sound financial outcomes.
- 7. **Safety, environment & compliance:** Demonstrated capability to implement and maintain safe systems of work and environmental controls, and drive consistent compliance with policies, procedures and regulatory obligations.
- 8. **Plant/equipment & maintenance planning:** Experience overseeing inspection and maintenance planning for plant and equipment to maintain compliance, reliability and operational availability, including managing outages and operational impacts.

ACKNOWLEDGEMENT OF INCUMBENT

I have read and understood the requirements of the position.

Name: *(please print)*

Signature:

Date: