ORKNEY ISLANDS COUNCIL

Service Manager Business Development

Marine Services, Harbour Authority Building, Scapa

At a glance:

Hours: 35 hour per week, 1.0 FTE

Working Pattern: Monday to Friday 0900 – 1700 with a one-hour unpaid lunch break daily.

Salary: £60,883 - £66,321 including Distant Islands Allowance, pro-rata for part-time and part-year working.

Contact:

Bradley Drummond, Deputy Harbour Master

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01856 873636

Application deadline: 23:59 Sunday 4 January 2026

Interview: w/c Monday 19 January 2026

For application support contact **hrsupport@orkney.gov.uk** or call **01856 873535 ext.2250**

The Role

As Service Manager Business Development, you'll be reporting to the Head of Head of Marine Services, Transportation and Harbour Master, or in their absence Director of Enterprise and Resources and will be based at the Harbour Authority Building, Scapa.

The grade of your role is Grade M. The salary is £57,886– £63,324, additionally you will also receive payment of £2,997 Distant Islands Allowance. Salaries are pro-rata for part-time or part-year working.

This is a permanent position, contracted to 35 hours per week.

The working pattern is Monday to Friday 0900 – 1700 with a one-hour unpaid lunch break daily, with flexible and hybrid options available. Travel off island and work-related activity away from home is expected with this role.

As a Service Manager there is an expectation that you may require to work additional hours depending on the exigencies of the service and that overtime payment or time off in lieu would not normally be applicable.

Your work will include leading, managing and developing core service delivery, high standards, continual improvement and the delivery of a culture of high performance and supporting the Head of Service in the strategic direction of the service.

Applications close 23:59 on Sunday 4 January 2026, with shortlisting taking place from week commencing 5 January 2026. First round Interviews are scheduled for the week commencing 19 January 2026 with successful candidates being invited for second stage interviews at a later date.

For more information, contact Bradley Drummond, Deputy Harbour Master at Bradley.Drummond@orkney.gov.uk or on (01856) 873636.

Benefits and Support

34 days annual leave, increasing to 39 days over 5 years, inclusive of Public Holidays (pro-rata)
Local Government Pension Scheme
Maternity, Paternity and Sick Pay
Comprehensive induction process
Supported to work and earn whilst achieving qualification
Employee Assistance Programme

Job Overview

Service Managers are high value, organisational leaders at the forefront of core service delivery, professional standards, and improvement. Service Managers will be subject matter experts in their professional discipline and engage with the extended Corporate Leadership Team on performance, key service developments, opportunities for improvement and support a high-performance culture.

Service Managers will collaborate with each other and the wider leadership team to ensure the development of integrated, progressive service models that minimise waste and maximise impact, exploit the potential of partnership and provide best value for customers/service users.

Service Managers will be responsible for designing services, informed by customer insight, and deploying available resources to deliver outstanding customer service to communities across Orkney consistent within the Councils strategic priorities and ambitions.

Service Managers will drive the continuous improvement of services and enhancing service performance through the design and deployment of new systems of work, processes, developing skills and new technologies.

Service Managers will be confident in their own ability and ambitious to find the best solution and put customers/service users first with every interaction, every task, every transaction, every time.

Service Managers will enable staff to deliver for customers/service users by building capacity, capability, and confidence of the team to deliver outstanding services that are valued by those customers/service users.

Service Managers are people managers and will create an environment where staff are highly engaged and energised and so able to give their best; supporting staff to appreciate their personal contribution to the team and wider organisational performance enabling every individual respond to the changing demands of their role as customer needs and service models evolve.

Service Managers will encourage a work culture of continuous learning, information sharing, and professional development

Core Service Manager Duties and Responsibilities

Provide high quality, effective management and Service leadership.

Promote change and innovation in accordance with the Council’s vision and direction.

Place customer needs at the centre of all decision making.

Demonstrate resilience and integrity and lead through challenging circumstances.

Take initiative and accept responsibility to ensure that effective outcomes are achieved.

Develop new ways of working to support continuous improvement.

Maintain and promote the core values and goals of the Council/Service and ensure they are communicated effectively to employees.

Actively establish support and implement Council/Service objectives and be accountable for their delivery in accordance with Best Value.
Ensure compliance with all requirements in terms of internal and external audit, inspection and accreditation as relevant to your areas of responsibility.
Ensure that employees within your area of management responsibility are consulted, engaged and kept well informed about Council/Service objectives and priorities and matters that impact on their employment and the service they provide.
Ensure that employees are enabled to contribute their ideas and views in the pursuit of Service objectives.
Effective direction and line management of a team of staff. You are responsible for both ensuring the fair and effective implementation and direct implementation of Council Human Resources policies and procedures across their area of responsibility.
Develop service plans and policies, to which you will follow due governance by presenting to relevant Council Committees.
Continually review performance within your specific Service areas to ensure the highest quality service. You will support colleagues in achieving this within their own Service areas.
Work co-operatively with others (including external organisations where appropriate) to meet Council and Service objectives.
Actively promote and deliver equality of opportunity to employees and service users.
Actively contribute to a flexible, agile and learning organisation to ensure long-term sustainable services.
Management, direction, co-ordination, development and effective deployment of employees or others.
Determining service/functional priorities and targets and reviewing activities and working methods
Value others by delegating responsibility and demonstrating trust within agreed boundaries.
Contribute to creating, sustaining and enhancing a culture where innovation and managed risk-taking are encouraged.
Ensure compliance with, and best practice in; legislation, regulation, government and Council Standing Orders, regulations and policies to secure organisational performance improvement and increased customer satisfaction.
Contribute to a corporate and integrated, consistent approach to the development and implementation of the Council and Service policies and strategic initiatives.
Represent the Service at a local, regional or national level as relevant to your areas of responsibility.
As required, act as Lead Professional Adviser to the Council and provide relevant professional, specialist and/or technical advice and guidance to CLT/Council.
You will hold budget responsibility and are accountable for ensuring the effective management of the budgets within the scope of the role and must balance this budget at year end. The overall budget responsibility is £10 million for this post.

You will participate in the budget setting process for the Service and to monitor the delegated budgets ensuring that value for money is achieved and that spending is allocated in accordance with agreed priorities, as stated in your council approved improvement plan and budget profile.
You will implement financial prudence and management in line with Finance Service Policy to ensure that budgets are not overspent, that any expenditure is justifiable and takes due recognition of the Council's needs and the public pound.
Use resources appropriately to achieve Best Value results for the organisation and the wider community, keeping an appropriate balance between cost, quality and price.
You are required to engage with a wide range of people including, members of the public, service users, external agencies, elected members, senior management, Scottish Government, CoSLA and other statutory bodies.
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Role Specific Duties and Responsibilities

Leading, managing and developing core service delivery, high standards, continual improvement and the delivery of a culture of high performance and supporting the Head of Service in the strategic direction of the following areas of service:

Develop and implement marketing and business development strategies for Marine Services, including pricing structures, branding, and promotional activities to drive revenue growth.

Lead direct and indirect sales efforts across sectors such as oil & gas, cruise, ship-to-ship transfers, marine renewables, and tourism, ensuring measurable increases in sales revenue.

Produce and monitor strategic documents including the Marine Services Business Plan, Annual Report, and Committee reports, providing analysis on market trends and campaign effectiveness.

Identify and pursue new business opportunities within the Orkney Harbour area, including offshore wind and other emerging sectors, acting as the lead for Harbours Master Plan activities.

Manage stakeholder relationships and contracts for cruise operations, marketing budgets, and third-party services, ensuring high-quality client engagement and service delivery.

Represent Marine Services at national and international trade shows and sector events, coordinating promotional materials and acting as the primary business development contact for key industries.

Responsibilities For All

Embody the Council Values of People, Unity, Trust, Ownership and Creativity	Participate in team meetings, 1 to 1s, supervision and good conversations process
Handle all information in confidence and in line with Data Protection requirements	Comply with the Council Employee Code of Conduct
Work safely to prevent risk to yourself and others	Comply with relevant professional body codes of practice/conduct
Ensure Equality, Diversity and Inclusion	Any other duties appropriate to your grade
Undertake mandatory and relevant training and development	Where required Support the Council's emergency response

Skills and Requirements

Must Have

The minimum knowledge required for this role can be evidenced by:
Holding a qualification at SCQF 8/9 i.e. SVQ4, HND, General Degree, Higher Apprenticeship, Technical Apprenticeship, **or** having a minimum of 5 years previous relevant experience, as detailed in the experience section of this person specification.
Significant and relevant experience in budgeting.
Significant and relevant management experience.
Experience of leading and delivering change.
Proven track record of achievement.
Ability to travel efficiently and effectively between various work locations within Orkney to meet the operational requirements of the Service.

Requirements of the Role

Shift work: No	Disclosure/PVG: Level 1
Weekend Work: No	Convictions to Declare: Current only
Night Work: No	Politically Restricted Post: Yes
Sleep In Working: No	Work additional hours: Yes
Standby Working: No	Sponsorship: Possibly

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We invest in people Standard
disability confident EMPLOYER
ARMED FORCES COVENANT
EMPLOYER RECOGNITION SCHEME
SILVER AWARD