

Manage a lodge on the Milford and Routeburn Tracks

Thank you for your interest in working for Ultimate Hikes.

Annually we recruit around 150 staff for our summer hiking season. Most of them are based on the Milford, Routeburn or Greenstone Tracks.

Ultimate Hikes are guardians of the environment we operate in. We are leaders in the safety and education of visitors to the region and we are responsible for the health, safety and wellbeing of the people who live and work there on our behalf.

We take this commitment very seriously and pledge that everything we do will be in keeping with our own Tiaki Promise - caring for people and place.

The team in each lodge includes:

Lodge Manager

Relieving Lodge Manager/Lodge Attendant

Lodge Attendants

Lodge Chefs and Cooks

Lodge Managers & Relieving Managers

Managers are responsible for the day to day running of the lodge and managing 10-14 staff on the Milford Track and 6-7 staff on the Routeburn Track. All staff live in the lodges on track and Guides also sleep at the lodge each night and use staff facilities including meals.

The Manager reports to the General Manager and Operations Manager in Queenstown. The Relief Manager reports to the Lodge Manager, and when both are at the lodge, the Relief Manager will do Lodge Attendant duties. On the Manager's days off they perform the Manager's duties.

Manager's duties

Managers are primarily responsible for the wellness and safety of guests and staff in their lodge. The emphasis is on hospitality – welcoming walkers and ensuring they are comfortable, warm and well fed.

Daily duties include working alongside staff, changing rooms and cleaning the lodge daily between walker groups. The manager also oversees plant and machinery in the lodges and the surrounding area. Supplies are delivered regularly by helicopter and Managers are trained to receive external loads

There is also an admin component which includes rosters, maintenance, ordering, general admin and communications.

Communication with Queenstown, other lodges and guides is through email, phone via satellite, and radios.

Training

Extensive training will be provided in Queenstown and at a lodge prior to the season starting. Managers will then train the staff in their lodges on site.

All Managers and Relief Managers are required to have a Managers Certificate to serve alcohol at the lodge, and a first aid certificate prior to starting the season.

Hours

Lodge Management requires someone who is organised and can manage their time alongside that of their team.

Staff are paid a daily rate and the number of hours worked in a day may vary, but on average it will be 9-11 hours

Uniforms

We provide you with a uniform. We have staff laundry facilities at the lodges.

Accommodation on track

Lodge based staff pay a nominal charge for food and lodging on track. This amount is charged on a weekly basis excluding weeks off track.

The Manager has private lodging facilities. All other staff have their own room and share bathroom facilities within the staff quarters.

We can (within reason) transport most personal items to lodges.

Accommodation on leave is not provided .

Days off

On the Milford Track, you will be living at the lodge for around 4-5 weeks at a time, with regular days off. This is when you can explore your surroundings - there are great locations near each lodge to relax in nature and most provide a refreshing swimming spot!

You will also be rostered for a week off track every month or so.

On the Routeburn Track you will be living at the Lodge for two weeks with one week off.

Rosters are set at the start of the season. Requests to change may be considered but consent is not guaranteed.

Where will I be working and how will I get there?

The lodge you will be assigned to is based on getting the best possible team on each track. We will however take any preference that you may have into account.

You will generally be at the same lodge all season. Most lodges are remote, and you may need to walk in and out on your weeks off.

Communication while on track (phones and internet)

Personal communication is limited while you are on track. There is no cellphone reception. The internet is via satellite and available on lodge computers only. You can send and receive emails, and check your Facebook page etc, but you can't download large files or use video based apps like facetime. Mail and packages can be sent to the UH office for delivery to you on track.