

Position Description – Lodge Manager

Ultimate Hikes are the exclusive operators of multi day guided walks on the famous Milford & Routeburn Tracks.

The tracks are New Zealand's most iconic of the Great Walks, and along with the Greenstone Track, showcase the majestic nature of Fiordland and Mt Aspiring National Parks. We combine the opportunity to inhabit these great locations and challenging hiking tracks with the comfort of private lodges and unique hospitality in the most remote of locations.

Over the season we employ a range to people to work together to make our guided walks the most memorable experience for our guests.

Purpose

The Lodge Manager is responsible for maintaining the smooth operation of a remote lodge complex, providing leadership to staff, maintaining lodge facilities and a high level of hospitality which meets the company's expectations.

Location

The role is seasonal and based at one of the remote lodges on the Milford or Routeburn Tracks. The lodges, except Mitre Peak Lodge, are inaccessible by road.

Relationships

The role reports to the General Manager, and also works closely with the Operations Manager, Guide Manager, Purchasing Manager and Operations team.

Authority Level

This position has purchasing authority to order food and beverage supplies to restock the lodge.

Key skills and responsibilities

- Provide a welcoming lodge environment for our guests with high standards of service, meals and housekeeping which meet the company's expectations.
- Gain a clear understanding of the manager's duties and ensure that these are carried out to the company's standards.
- Ensure that the Food Control Plan and liquor sale compliance requirements are met by all staff at the lodge.
- Maintain the smooth operation of the lodge, its facilities, infrastructure and services, and ensure that equipment is working and staff are trained in its use and maintenance.
- Prepare and implement rosters in accordance with workforce plans and assign staff to specific duties and complete timesheets.
- Manage staff performance so as to effectively assist, train, develop, motivate and monitor their activities.
- At times, assist with housekeeping, kitchen and basic maintenance and repairs.
- Maintain a safe, harmonious, enjoyable work place environment for staff.

- Lead by example in a positive and enthusiastic manner.
- Work closely with the Relief Manager to create a strong management team.
- Communicate and report to senior management on a regular basis in line with company requirements.

Health and Safety Requirements

Take reasonable care for your own health and safety and ensure your behaviours do not adversely affect the health and safety of other people as per Ultimate Hikes Health & Safety plan.

Identify and report hazards within the workplace. Compliance with all equipment training. When handling food, comply with the requirements of the Food Control Plan.

Experience required

Lodge managers must be able to demonstrate all or some of the following:

- A minimum of 6 months experience in management and / or hospitality.
- A trade or hospitality background.
- Ability to work within set time frames when completing the various tasks and duties.
- Can assess operational issues and take the best course of action to get them resolved.
- Ability to live and work alongside others for long periods of time, getting on with each other, building relationships to create a fun and harmonious work and living environment.
- Enjoy being part of a team, take initiative and be willing to go the extra mile to help someone or get a job done.
- Fluent in a foreign language, preferably Japanese or Korean.
- Experience working for Ultimate Hikes or an affiliated Trojan Holdings company
- Experience working in a remote area or location would be an advantage.
- General Managers' Certificate and First Aid Certificate, which may be obtained during the season.