



## Position Description – Relief 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 of people who work together to make our guided walks the most memorable experience for our guests.

### Purpose

The Relief Lodge Manager is responsible for ensuring the smooth operations of the lodge in the absence of the Lodge Manager. Key focuses of the job include providing training and leadership to lodge staff, maintaining lodge facilities, overseeing all aspects of health & safety at the lodge, and ensuring a high level of hospitality is delivered, at levels in line with the company's expectations. When the Lodge Manager is present, you will at times work as a Lodge Attendant.

### Relationships

The role reports to the Lodge Manager, Lodges Manager and Operations Manager and also works closely with the General Manager, Duty Managers, Guide Manager, Stores Manager and overall Operations team.

### Location

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

### Hours of work

The role is seasonal and hours worked are as necessary to carry out your duties. This will involve a minimum of 40 hours per week when acting as Lodge Manager and will include working at weekends and evenings. When working as a Lodge Attendant, you will work approximately eight to nine hours per day. Some days may involve working longer hours due to operational requirements.

### Authority level

This position has purchasing authority to order food and beverage supplies to restock the lodge, directly via the Purchasing Manager located in Queenstown when acting as Lodge Manager.

## Key responsibilities

Lodge Managers play a significant role in Ultimate Hikes successfully providing an excellent experience for our guests while on track. We expect our Lodge Managers to approach each working day in a positive and enthusiastic manner. Lodge Managers' tasks include but are not limited to:

### Leadership & direction

- Lead by example in a positive and enthusiastic manner
- Work closely with the Lodge Manager to create a strong management team
- Assist the Lodge Manager by working in other lodge positions to maintain the smooth operation of the lodge
- Communicate and report to senior management on a regular basis in line with company requirements
- Assist with lodge staff training, ensuring staff are able to carry out their work tasks in line with company requirements
- Assist in managing staff performance, providing feedback, assistance and further training where needed
- Maintain a safe, harmonious, enjoyable work place environment for staff

### People

- First impressions are managed and delivered, providing a welcoming lodge environment for our guests with high standards of service, meals and housekeeping, while exceeding company expectations in terms of quality and delivery
- Relate to and easily communicate with a wide range of people and personalities in a professional manner
- Ensure that the Food Control Plan and liquor sale compliance requirements are met by all staff at the lodge
- Implement rosters in accordance with workforce plans and assign staff to specific duties, ensuring timesheets are completed in a timely way

### Administration

- Complete accurate, timely and relevant lodge reports, as required
- Maintain regular contact/feedback with the Operations team to ensure any lodge, staff and customer matters are dealt with in a timely way

### Health & Safety

- Relief Managers must comply with the Safety Management System when working
- Foster a positive Health & Safety culture at the lodge, and ensure regular Health & Safety meetings are held at the lodge and minutes provided to Queenstown
- Identify and report hazards within the workplace. Comply with all procedures
- When handling food, comply with the requirements of the Food Control Plan
- Ensure that equipment is safe and in working condition

### Other

- At times, assist with housekeeping, kitchen and basic maintenance and repairs
- When required, undertake all manager duties as covered in manager training, ensuring that all aspects of the role are carried out to high standards including maintaining the smooth operation of the lodge, its facilities, infrastructure and services

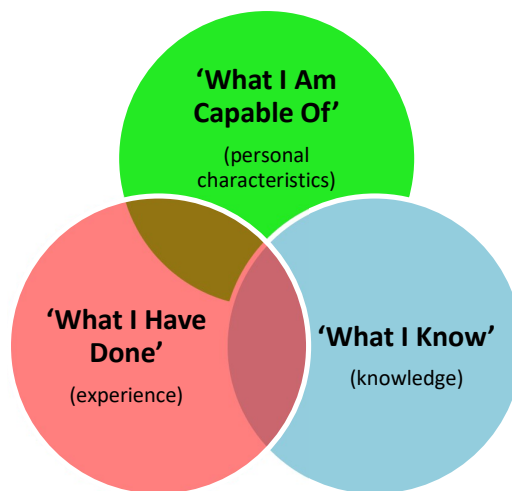
## Person specifications

This part of the position description defines the key elements of our Relief Lodge Managers. These descriptors of what success would look like will assist Ultimate Hikes in a variety of ways including:

- Setting a benchmark for lodge leadership
- Assisting in the identification and recruitment of our lodge management team
- Assisting in the retention of our team over multiple seasons

To keep the Success Profile simple, a framework comprising three components has been created. The details of each component are outlined in the following pages.

### Person specification



### What I have done (experience)

To be successful as a Relief Lodge Manager, it is expected that the individual will have been exposed to experiences that shape their future responses to often challenging situations.

Essential experience:

- A passion for providing exceptional hospitality
- A minimum of 6 months experience in management and/or hospitality, gaining skills in motivating, leading, directing and assisting others to achieve required goals to a high standard and within time constraints
- Strong communication skills
- Demonstrate ability to assess operational issues and take the best course of action to get them resolved
- Confidence in addressing groups, including customers and team members
- Experience working in a collaborative team environment
- You must have the right to work in New Zealand

Desirable experience:

- Working in a remote area or location would be an advantage
- Working for Ultimate Hikes or an affiliated Trojan Holdings company

## What I know (knowledge)

Our managers will need to know their stuff! This will ensure they deliver excellence and will contribute to their personal credibility.

Essential skills:

- Good level of physical fitness
- Be able to use computer systems including Microsoft Office
- Ability to adapt in challenging situations, showing resilience
- Demonstrable examples of ways in which you have sought knowledge growth and applied new learning and skills by seeking and using feedback
- Ability to control outward behaviour especially under pressure
- Have a current first aid certificate, level 2 comprehensive (NZ) and Managers Certificate
- Ability to live and work alongside others for long periods of time, building relationships to create a harmonious work and living environment
- Great attitude and a strong team player, and have a willingness to go the extra mile to get the job done

Desirable skills:

- A trade or hospitality background

## What am I capable of (personal characteristics)

These competencies define clusters of behaviours, knowledge, and motivations that are related to success or failure within the role of a highly performing Relief Lodge Manager, and ones that we would like you to aspire to.

### Essential performance characteristics of all roles in Ultimate Hikes

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| <p><b>Driven by achieving results</b></p> <ul style="list-style-type: none"> <li>• Ability to operate in challenging and high-pressure situations</li> <li>• Stays focused</li> <li>• Seeks challenging performance opportunities</li> </ul>   | <p><b>High-speed learning</b></p> <ul style="list-style-type: none"> <li>• Continually challenges their own ability</li> <li>• Has a fixation for new learning – is constantly learning and seeking ways to improve</li> <li>• Quickly applies learning to achieve results</li> <li>• Seeks opportunities in learning</li> </ul>   |
| <p><b>Self-awareness</b></p> <ul style="list-style-type: none"> <li>• Is clear on others' expectations of them</li> <li>• Understands the impact their behaviour has on others</li> <li>• Challenges their own leadership ability</li> <li>• Remains humble</li> <li>• Continually seeks feedback from colleagues and others</li> <li>• Regularly challenges their own professional knowledge and skills</li> <li>• Knows what they don't know (i.e. high awareness of their limitations) and recognizes when to seek support</li> </ul> | <p><b>Passion/tenacity/resilience</b></p> <ul style="list-style-type: none"> <li>• Being a Relief Lodge Manager is a way of life, not a job</li> <li>• Passion drives a massive work ethic</li> <li>• Never lets up despite obstacles and setbacks</li> <li>• Ability to achieve difficult results through hard work, perseverance and high energy</li> <li>• A "can do" attitude with strong concept of the "team"</li> </ul> |

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| <p><b>Trust &amp; integrity</b></p> <ul style="list-style-type: none"> <li>• Is direct and truthful</li> <li>• Keeps confidences</li> <li>• Doesn't misrepresent themselves for personal gain</li> <li>• Builds empathy</li> <li>• Operates with integrity</li> <li>• Ability to foster mutual trust and respect as a key component of creating honest one-on-one conversations</li> </ul> | <p><b>Adaptability</b></p> <ul style="list-style-type: none"> <li>• Sees others' views and tailors behaviour and messages appropriately</li> <li>• Ability to maintain effectiveness when experiencing major changes in structures, processes, requirements, environments or cultures</li> </ul> |
| <p><b>Energy</b></p> <ul style="list-style-type: none"> <li>• Maintains stamina and keeps a strong work pace over time</li> <li>• Sustains long working hours when necessary</li> </ul>  | <p><b>Safety</b></p> <ul style="list-style-type: none"> <li>• Identifies safety issues and problems</li> <li>• Takes corrective action</li> <li>• Upholds safety standards</li> </ul>  |

**Specific characteristics**

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|---|---|
| <p><b>Manages the work</b></p> <ul style="list-style-type: none"> <li>• Ability to multi-task with proven time management, prioritising and organisational skills</li> <li>• Makes preparations so that own and others work can be done effectively</li> <li>• Schedules to avoid conflict</li> <li>• Leverages resources to complete work efficiently</li> <li>• Stays focused to ensure completion</li> </ul>   | <p><b>Getting the best out of others</b></p> <ul style="list-style-type: none"> <li>• Understands people &amp; their motivators</li> <li>• Sets challenging performance targets</li> <li>• Builds confidence and belief</li> <li>• Builds capability (characteristics, experience, knowledge)</li> <li>• Adjusts information, communication and approach to different individuals</li> <li>• Able to give &amp; receive feedback effectively</li> <li>• Ability to exhibit different leadership styles to lead a team or project to achieved expected outcomes</li> </ul> |
| <p><b>Building &amp; maintaining relationships</b></p> <ul style="list-style-type: none"> <li>• Relates well to all kinds of people</li> <li>• Builds rapport well</li> <li>• Uses diplomacy and tact when needed</li> <li>• Has the patience to listen to others</li> <li>• Remains open to ideas</li> <li>• Supports others</li> <li>• Well developed judgement and sense of integrity to deal with sensitive and confidential issues</li> <li>• Ability to resolve conflict with amicable agreement between more than one party</li> </ul> | <p><b>Making change happen</b></p> <ul style="list-style-type: none"> <li>• Recognises which intervention will return the greatest result</li> <li>• Makes the tough decisions</li> <li>• Addresses change resistance</li> <li>• Ensures change improves performance</li> </ul>   |
| <p><b>Planning &amp; prioritising</b></p> <ul style="list-style-type: none"> <li>• Sets crystal clear and realistic outcomes</li> <li>• Zeros in on critical aspects and puts the trivial aside</li> <li>• Breaks down work into objectives and process steps; relentlessly focusing on detail when necessary</li> <li>• Delegates work to the right people at the right time</li> <li>• Anticipates and adjusts for roadblocks</li> <li>• Evaluates performance against objectives</li> </ul>  |   |