



## Position Description – Lodge Assistant Manager

Ultimate Hikes offers multi-day guided walks on New Zealand's iconic Milford and Routeburn Tracks, showcasing the breathtaking beauty of Fiordland and Mt Aspiring National Parks. Guests enjoy the perfect blend of adventurous hiking, comfortable private lodges, and warm hospitality in some of the country's most remote and spectacular locations. Each season, our dedicated team comes together to deliver truly unforgettable experiences.

### Purpose

The Lodge Assistant Manager is responsible for ensuring the smooth operations of the lodge in the absence of the Lodge Manager. While the Lodge Manager is on duty, your primary role will be that of a Lodge Attendant. You will also provide support to the Lodge Manager as needed, and assume Lodge Manager responsibilities during their time off. You will be part of a close-knit team providing a high standard of service throughout the lodge. As part of a close-knit team, you will deliver high standards of service throughout the lodge.

### Key responsibilities

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

#### Housekeeping & hospitality

- Create a warm and welcoming lodge environment by providing exceptional guest service and housekeeping that consistently exceeds guest and company expectations.
- Perform a range of housekeeping duties including but not limited to general cleaning, laundry, room servicing, bathroom cleaning, bed making, and vacuuming.
- A thorough lodge clean is required mid-season, again at the end of the season, and as needed in line with our Illness Response Plan.
- Assist with kitchen operations, including food preparation, meal service, dishwashing, and maintaining kitchen cleanliness.
- Serve drinks responsibly, follow Host Responsibility guidelines, and accurately charge guest accounts.
- Communicate effectively with guests and staff, maintaining professionalism in all interactions.

#### Leadership & direction

- Collaborate with the Lodge Manager to build a strong, unified leadership team.
- Take on full management responsibilities when needed, maintaining high standards of lodge operations and guest experience, while demonstrating the values and behaviours expected of the team.
- Assist with staff training to ensure all team members perform their roles effectively and meet company standards.
- Support staff performance management by offering constructive feedback, guidance, and additional training.
- Help manage staff rosters and attendance, assign duties effectively, coordinate changes in the event of absences, and ensure timesheets are completed on time.
- Maintain ongoing and timely communication with the Operations team to ensure prompt resolution of any staff, lodge, or guest issues.

- Consistently represent Ultimate Hikes with professionalism and integrity, demonstrating the company's values in all interactions and responsibilities.

### **Health & Safety**

- Adhere to the lodge's Safety Management System, participate in regular Health & Safety meetings and promote a positive Health & Safety culture.
- Identify and report workplace hazards, ensuring compliance with all safety procedures, including the Food Control Plan when handling food.
- Assist in ensuring that all lodge equipment is safe, well-maintained, and in working condition.
- Participate in regular Health & Safety meetings at the lodge, and in the manager's absence ensuring meeting minutes are recorded and sent to Queenstown as required.
- In the Lodge Manager's absence, oversee and undertake compliance of regulatory tasks, including sewage filter cleans, water, appliances, equipment, food control plan and liquor sale regulations, ensuring all lodge staff adhere to these requirements.

### **Additional Duties**

- Be prepared to work split shifts with varying hours and duties as required including evenings and weekends. Maintain flexibility and be readily available at short notice to step in and cover absences as needed.
- Assist with maintaining the lodge, ensuring it remains in excellent condition for guests and staff.
- At times, accompany walker(s) who are returning to the lodge (referred to as "turnback"), or cover the work of someone who is undertaking this task. Training is provided.

### **Location**

The role is based at one of the remote lodges on the Milford or Routeburn Tracks where you will work and live for up to five weeks at a time. These lodges, with the exception of Mitre Peak Lodge, are inaccessible by road.

### **Relationships**

The role reports to the Lodge Manager, the Queenstown-based Lodges Manager and Operations Manager, and also works closely with all members of the Operations team.

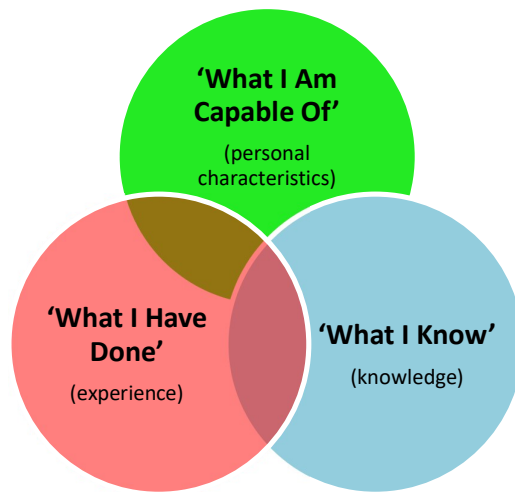
### **Person specifications**

This part of the job description explains the main qualities we expect from our Lodge Assistant Managers. These descriptions of success will help Ultimate Hikes in several ways:

- Setting a standard for lodge leadership
- Playing a part in finding and employing the most suitable lodge managers
- Helping us keep our team for multiple seasons

To keep things simple, the Success Profile has three main parts. Details of each part are explained in the following pages.

## Person specification



### What I have done (experience)

To succeed as a Lodge Assistant Manager, you should have experienced challenging situations that have shaped your future responses.

#### Experience Required:

- A passion for delivering exceptional guest experiences and hospitality
- Ability to complete tasks efficiently and within designated time frames
- Experience working in a collaborative team environment
- Ability to control outward behaviour especially under pressure
- Strong communication skills
- An ability to identify and resolve problems early to ensure the continuity of a strong team and smoothly running lodge
- Confidence in addressing groups, including customers and team members
- You must have a right to work in New Zealand

#### Desirable Experience:

- At least 6 months in management, leading and motivating teams to meet goals on time
- Housekeeping, hospitality or trade background
- Working and/or living in remote areas would be an advantage
- Experience with Ultimate Hikes or an affiliated Trojan Holdings company

### What I know (knowledge)

Our managers will need to know their stuff, ensuring they deliver excellence and will contribute to their personal credibility.

#### Essential skills:

- Good physical fitness
- Proficient in computer systems, including Microsoft Office
- Adapts well to changing schedules, guest needs, and team dynamics with a flexible and positive approach, staying resilient in challenging situations
- A proven ability to learn, apply new skills and grow through feedback
- Current Level 2 Comprehensive First Aid (NZ) and Manager's Certificate (supply & sale of alcohol)

- Ability to live and work closely with others for extended periods, creating a harmonious environment while knowing when to lead as a manager and when to join as a teammate
- Have a great attitude, be a team player, take initiative and be willing to go the extra mile to help someone or get a job done

#### Desirable skills:

- A trade or hospitality background
- Proficiency in a foreign language

#### What am I capable of (personal characteristics)

These competencies define the key behaviours, knowledge, and motivations that contribute to success as a Lodge Assistant Manager and are goals we hope you'll strive for.

#### Essential performance characteristics

<b>Results Driven</b> <ul style="list-style-type: none"> <li>• Performs well in challenging and high pressure situations</li> <li>• Stays focused and seeks challenging opportunities</li> </ul>	<b>High-Speed Learning</b> <ul style="list-style-type: none"> <li>• Continuously challenges own abilities and seeks new learning opportunities</li> <li>• Quickly applies learning to achieve results</li> </ul>
<b>Self Awareness</b> <ul style="list-style-type: none"> <li>• Self-aware and humble, understanding the impact of their actions on others</li> <li>• Committed to continuous improvement through feedback and self-challenge</li> </ul>	<b>Passion &amp; resilience</b> <ul style="list-style-type: none"> <li>• Driven by passion and a strong work ethic</li> <li>• Perseveres through obstacles &amp; setbacks</li> <li>• Has a strong work ethic, with a “can do” attitude and strong concept of team</li> </ul>
<b>Trust &amp; integrity</b> <ul style="list-style-type: none"> <li>• Acts with honesty, integrity, and transparency</li> <li>• Respects confidentiality and avoids self-serving behaviour</li> <li>• Builds empathy and trust through open, respectful communication</li> </ul>	<b>Adaptability</b> <ul style="list-style-type: none"> <li>• Adjusts behaviour and communication to others' needs</li> <li>• Maintains effectiveness in changing situations</li> </ul>
<b>Energy</b> <ul style="list-style-type: none"> <li>• Maintains stamina and works long hours when needed</li> </ul>	<b>Safety</b> <ul style="list-style-type: none"> <li>• Identifies and addresses safety issues, upholding safety standards</li> </ul>

#### Specific characteristics

<b>Manages the work</b> <ul style="list-style-type: none"> <li>• Efficiently manages time, priorities, and resources</li> <li>• Focuses on task completion and avoids conflicts</li> </ul>	<b>Getting the best out of others</b> <ul style="list-style-type: none"> <li>• Motivates and develops others by setting high standards, building confidence, and enhancing skills and capabilities</li> <li>• Adapts communication and leadership style to individuals and situations, while giving and receiving feedback effectively</li> </ul>
<b>Building &amp; maintaining relationships</b> <ul style="list-style-type: none"> <li>• Relates well to all kinds of people</li> <li>• Builds rapport and supports others with diplomacy and tact</li> <li>• Resolves conflict and handles sensitive issues with amicable agreement &amp; integrity</li> </ul>	<b>Making change happen</b> <ul style="list-style-type: none"> <li>• Identifies impactful interventions and addresses resistance</li> <li>• Makes tough decisions</li> <li>• Ensures change improves performance</li> </ul>
<b>Planning &amp; prioritising</b> <ul style="list-style-type: none"> <li>• Sets clear outcomes and focuses on critical tasks</li> <li>• Breaks work into steps, delegates appropriately, and adjusts for obstacles</li> <li>• Evaluates performance against objectives</li> </ul>	