

## Position Description – Lodge Cook

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 Cook is responsible for preparing and serving high-quality meals for guests and staff on a day to day basis. Working as a kitchen team member, they will follow the Food Control Plan and assist with accurate record-keeping, and complete daily cleaning routines. Working closely with the Lodge Manager and the Head Cook, they will uphold high standards of food quality and kitchen cleanliness. As part of a close-knit team, you will deliver high standards of service throughout the lodge.

### Key responsibilities

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

#### Food preparation & kitchen operations

- Prepare, cook, and serve high-quality breakfasts, dinners and snacks for up to 50 guests, following set menus and catering to dietary requirements, with well-presented and timely meals.
- Follow company recipes consistently to maintain high standards and portion control.
- Prepare and cook wholesome, home-style meals for up to 16 staff daily, accommodating dietary needs.
- Maintain a clean, hygienic kitchen that meets the highest food safety standards, ensuring all work areas, equipment, and utensils are thoroughly cleaned and sanitised.
- Assist in ensuring correct food storage, labelling, rotation, and temperature monitoring to meet food safety compliance.
- Assist with loading/unloading supplies and alert the Lodge Head Cook or Lodge Manager when stocks are low.
- Contribute positively to a close-knit lodge team, working respectfully, maturely, and cooperatively with others.
- Represent Ultimate Hikes with professionalism and integrity, consistently demonstrating the company's values.

#### 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 kitchen equipment is safe, well-maintained, and in working condition.
- Participate in regular Health & Safety meetings at the lodge.

## Other

- Lodge cooks based at Routeburn Track lodges will also work as a Lodge Attendant on the week when both cooks are at the lodge (1 week in 3)
- 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 the pest control plan at the lodge.

## Relationships

The role reports to the Lodge Manager and Lodge Assistant Manager and works closely with the Lodge Head Cook and kitchen team and other lodge team members.

## 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.

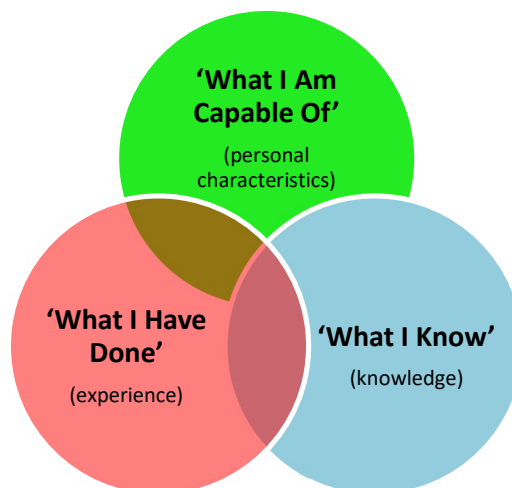
## Person specifications

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

- Setting a standard for lodge kitchen teams
- Playing a part in finding and employing the most suitable Lodge Cooks
- 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 be successful as a Lodge Cook, 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 delivering exceptional guest experiences and hospitality
- A minimum of six months experience in basic cooking, or have experience working in a commercial kitchen
- Be able to prepare, cook and present delicious, nutritious meals for both customers and staff to a high standard
- Work within the menu requirements as set out by Ultimate Hikes for customers
- Experience managing kitchen stock, including stock rotation, stocktakes, and placing orders in conjunction with the Lodge Manager
- Experience working in a collaborative team environment
- Strong communication skills
- Ability to live and work alongside others for long periods of time, building relationships to create a positive and harmonious work and living environment
- You must have the right to work in New Zealand

The following would also be an advantage:

**Desirable experience:**

- Experience in housekeeping if based at a Routeburn Track lodge
- Working and/or living in a remote area would be an advantage
- Experience with Ultimate Hikes or an affiliated Trojan Holdings company

**What I know (knowledge)**

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

**Essential skills:**

- Be able to prepare, cook and present delicious, nutritious meals for both customers and staff to a high standard
- Proven ability to manage multiple tasks in a busy kitchen while delivering meals on time and to a high standard
- Works efficiently within set time frames and maintains a well-organised and supportive kitchen environment
- 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
- Communicates effectively with team members to ensure smooth kitchen operations and collaboration
- Be able to adapt to and stay resilient in challenging situations
- Maintains composure under pressure, brings a great attitude, and consistently goes the extra mile as a reliable and proactive team player

**Desirable skills:**

- First Aid Certificate

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

These competencies define the key behaviours, knowledge, and motivations that contribute to success as a Lodge Cook 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>	