

## Position Description – Lodge 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 Manager oversees the daily operations of the lodge and team, ensuring an excellent guest experience. The role includes training and leading staff, working with the team towards common goals, promoting continuous learning and open feedback, and managing all health and safety aspects of the lodge. You will be part of a close-knit team providing a high standard of service throughout the lodge.

### 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 & Team Direction

- Lead the team with a confident, proactive approach, demonstrating the values and behaviours expected of the team.
- Work with the Lodge Assistant Manager to build a unified and effective management team.
- Provide initial and ongoing training to ensure all team members perform their roles effectively and meet company standards.
- Monitor staff performance, offering constructive feedback, guidance, and additional training when necessary.
- 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.
- Foster a safe, enjoyable, and collaborative workplace for all team members.

#### Guest Experience & Hospitality

- Create a warm and welcoming environment for guests, ensuring high standards of guest service, meals, and housekeeping that consistently exceed guest and company expectations.
- Communicate effectively with guests and staff, maintaining professionalism in all interactions.

#### Operations & Administration

- Manage staff rosters and attendance, assign duties, coordinate changes in the event of absences, and ensure timesheets are submitted on time.
- Oversee and work closely with the kitchen team to ensure compliance with the Food Control Plan, onsite stock management controls & charges, and completion of weekly lodge supply orders.
- 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 support housekeeping and kitchen operations as needed.

- Assist with basic lodge maintenance and repairs as required, ensuring the lodge remains in excellent condition for guests and staff.
- Complete accurate, timely lodge reports as required by the Operations team.

#### **Health, Safety & Compliance**

- Adhere to the lodge's Safety Management System 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.
- Ensure that all lodge equipment is safe, well-maintained, and in working condition.
- Conduct regular Health & Safety meetings, ensuring meeting minutes are recorded and sent to Queenstown as required.
- 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.

#### **Administrative / Other**

- 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 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 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 Manager, you should have experienced challenging situations that have shaped your future responses.

#### Experience Required:

- A passion for delivering exceptional guest experiences and hospitality
- At least 6 months in management or hospitality, with skills in leading and motivating teams to meet goals on time
- 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
- A right to work in New Zealand

#### Desirable Experience:

- Housekeeping or trade background
- Experience living and/or working in remote areas
- Experience with Ultimate Hikes or Trojan Holdings

### 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 physical fitness
- Proficient in computer systems, including Microsoft Office
- Be able to adapt to and stay 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:

- 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 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 changes improve 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>	