



GENERAL MANAGER - KAIWHAKAHAERE MATUA - KAIKOURA

We are looking for an experienced Hotel Manager to oversee our **Sudima Kaikōura** hotel's daily operations and provide strategic direction to the team. You will personally plan and oversee the activities of a diverse workforce, and ensure the smooth and profitable running of the business. Reporting to the Regional General Manager South Island hotels, you will be just as responsible for service delivery as preparing board reports. It's essential for the hotel manager to be involved in all aspects of the operations, including regular engagement with local community and stakeholders. You will be a key person of reference for employees and clients as well as external vendors.

The hotel manager must be able to guide the employees to work as a well-functioning high, performing team. Therefore, the ideal candidate will be an effective leader, able to lead by example with empathy, collaboration and enthusiasm. The goal is to enhance our Sudima Hotels customer experience and strengthen our brand reputation to deliver the most accessible and environmentally friendly hotels throughout Australasia. We will strive to be industry leaders in social and environmental responsibility.

Responsibilities

- Plan activities and allocate responsibilities to achieve the most efficient operating model
- Manage budgets/expenses, analyze and interpret financial information and monitor sales and profits
- Assist in the development of an intuitive and efficient sales & marketing strategy to promote the hotel's services
- Communicate with customers when appropriate (welcome them in the facilities, address their complaints, find solutions to problems, offer information etc.)
- Deal with maintenance issues, shortages in staff or equipment, renovations etc.
- Collaborate with external parties such as suppliers, travel agencies, event/conference planners etc.
- Inspect facilities regularly and enforce strict compliance with health and safety standards

Requirements

- 2-3 Years experience at Hotel Manager level, (ideally in NZ, overseas experience also highly regarded)
- Experience preparing Hotel Board reports
- Understanding of Hotel seasonality and staffing requirements
- Fluency in English; knowledge of other languages is a plus
- Understanding of all hotel management best practices and relevant laws and legislation
- Working knowledge of MS Office; knowledge of hotel management software (PMS) is an advantage
- Excellent customer service skills as well as a business mindset
- Demonstrable aptitude in decision-making and problem-solving
- Reliable with an ability to multi-task and work well under pressure
- Proven leadership skills and experience
- Degree in Business Administration, Hotel/Hospitality Management or relevant field desirable

Benefits

Join an award winning business that values diversity and inclusion...we offer..

- A competitive salary as well as best in the industry service awards
- A family friendly NZ owned and operated hotel business focused on sustainability
- Fantastic employee hotel rates across our network.
- Free uniform, parking and employee meals on site

Hind Management aligns its conduct in keeping with Māori values, through Whanaungatanga it ensures a sense of family and belonging for our people and recognizes manaakitanga as the starting place for hospitality, and welcoming manuhiri (guests).

We pride ourselves in looking after the interests of our people and our guests alike. He Kura te Tangata, we believe that we are all valued, our people, our guests and our communities across all our brands – we welcome all!

Hind Management is committed to accessibility, should you require assistance or support and are unable to apply online due to an access need, contact our Support Office 09 399 2508 by pressing the option of the hotel where this vacancy is listed. A Talent and Culture representative will be able to assist Monday to Friday 9 am - 5 pm.