

Job Title: Lodge Operations Manager

Reports to: Group General Manager

Direct Reports: Lodge Hosts
Executive Chef
Restaurant Manager
Food and Beverage Team
Housekeeping Manager
General Assistants

Key Working Relationships: Maintenance Manager
Sales and Events Manager
Events and Function Manager
Business Development Manager
Marketing Manager
AIP Manager
All Lodge staff

Role Summary:

At The Headwaters, we are customer inspired - every Headwaters team member is charged with delivering a world class experience to every internal and external customer; delivering the mission, the vision, and living the values.

Based in Glenorchy this is a varied role responsible for delivering outstanding guest experiences through the effective and efficient leadership of the departments directly impacting on the guest experience. These departments are the Lodge host team, the Food & Beverages team, and the Housekeeping team including the Executive Chef, Restaurant Manager and other F&B team members such as kitchen hands, the Housekeeping Manager and the housekeeping team.

The Lodge Host team takes care of all pre and post arrival requirements of our Lodge guests, helping customers to select their preferred accommodation and activity adventures, and delivering exceptional service to our guests during their stay. This team also manages booking agents and external suppliers, ensuring guest itinerary trip plans are generated and processing payments. The integrity of the Property Management System (Newbook) is considered paramount to supporting these objectives.

The Food and Beverage team is responsible for creating and delivering world-class food and beverage experiences in alignment with our Food vision of the creation and offering of beautiful, fresh, locally sourced foods and wine that inspire and delight locals and out of town visitors. This includes, but is not limited to, food-related programmes such as AIP, cooking classes, guest chef and winemaker events, day programmes and catering.

The Housekeeping team is responsible for providing high quality housekeeping services across the entire Headwaters business ensuring high presentation standards are maintained. This department is a custodian of how we present our business to guests, visitors and customers to a detail level that makes their experiences exceptional.

Objectives & Responsibilities:

- Exhibits *Kaitiakitanga* with the guardianship and protection of our natural, built and cultural resources for the benefit of current and future generations

- Demonstrates *Manaakitanga* in **showing respect**, genuine hospitality, generosity and heart felt care for others
- Lead and manage the Lodge Host team to ensure excellent experiences for our guests. This includes:
 - recruiting new team members,
 - ensuring appropriate training is provided to build depth and breadth of knowledge across the team to enable each team member to complete all aspects of their role confidently and competently,
 - creation, publishing and delivery of rosters to meet operational requirements whilst balancing commercial considerations.
 - ensuring timely and accurate processing and collection of guest (and trade partner) charges
 - leading by example to nurture and strengthen the team culture to align with organisational values
- Manage the Property Management System (Newbook) and ensuring depth of Newbook knowledge within the Lodge host team. This includes:
 - ensuring all bookings are captured correctly in Newbook, with all aspects of the booking accurately recorded i.e. accommodation, F&B, activities
 - ensuring trade partners are set up correctly in Newbook and commissions/nett rates are set up accurately
 - ensuring Newbook is working as expected i.e. system generated communications are working, charges are calculating correctly, invoicing and receipting is accurate
 - appropriate allocation of chalets to optimise occupancy and revenue generation
- Manage responses to future-guest enquiries (across all platforms) in a timely manner that exceeds their expectations around quality of our response
- Maximise all sales opportunities with the guest, throughout their experience with The Headwaters Eco Lodge, from future-guest (enquiry) stages through to being an in-house guest and past guest
- Maintain a clear and full understanding of our product and offers at all times to promote and connect future guests with the experience best suited to them
- Be familiar with local points of interest, visitor experiences and the location of services that might be requested by guests
- Manage the Food & Beverage team to ensure the operationally efficient delivery of the F&B Vision to inspire and delight our guests
 - Support the recruitment process for new team members,
 - Ensuring appropriate training is provided to build depth and breadth of knowledge across the team to enable each team member to complete all aspects of their role confidently and competently,
 - Creation, publishing and delivery of rosters to meet operational requirements whilst balancing commercial considerations, including alignment of FOH and BOH teams.
 - In conjunction with the Executive Chef and Restaurant Manager, manage Food and Beverage costs to agreed commercial targets (% of revenue)
 - Support the F&B team to review current offerings and make adjustments that provide a flow of fresh new product offerings to our customers that align with the Headwaters vision.
 - leading by example to nurture and strengthen the team culture to align with organisational values
- Liaise with the AIP and Sales & Events teams to support all reservations, and planning & delivery processes
- Encourage guest feedback and action and/or log any items that may need attention
- Contribute to a culture of excellence and continuous improvement across all areas of the accommodation
- Manage the housekeeping team to ensure delivery of cleaning requirements across all sectors of the business, including Camp Glenorchy, Mrs Woolly's General Store, and admin areas, to ensure an exceptional standard of presentation in all areas.
- Daily set up, pack down, refilling, restocking and the general management of all breakfast delivery services at The Lodge
- Report any maintenance items which need immediate attention to the Maintenance Manager

- Perform light maintenance work in co-operation with the Maintenance Manager
- Focus on achieving and maintaining an excellent standard across all operational health and safety requirements including but not limited to food safety, liquor licensing, fire and safety, housekeeping, cleanliness of front-of-house and food and beverage delivery
- Comply with the Headwaters Policies, Procedures and Code of Ethics
- Report situations that could affect the health and safety of staff or visitors to management team
- Uniform and personal appearance is to be immaculate and to act as an ambassador for the business and the brand at all times.

Personal Attributes:

- Great people skills with the ability to recognise and graciously serve both group and individual needs
- Clear, concise and confident communication skills, with the ability to juggle multiple tasks at once.
- Ability to learn new software
- Outgoing, friendly and inner resilience
- Empathy and the ability to enjoy and relate to people from a variety of cultures, ages and backgrounds
- Demonstrates core values of the organisation and the program that enable teams and individuals to succeed with shared respect and purpose
- Punctual, enthusiastic and well presented at all times
- Ability to handle sensitive information discreetly and confidentially

Qualifications and specific requirements:

- Comply with a drug and alcohol-free workplace policy
- First Aid Certificate
- Duty Managers
- 5 years of relevant international experience in a similar role or comparable training and exposure to guest services, guest experience and hospitality
- Proficiency in English and another language is desirable
- A knowledge of and passion for sustainability, eco-tourism and associated business practices