Head of Guest Services

Reports To
Operations Manager

Direct Reports
- Front Office/Guest Services Hosts
- Restaurant Front of House Team members

Role Purpose

The Head of Guest Services is responsible for leading the reservations and guest services function, ensuring every guest experiences a seamless, personalised and memorable journey from their first enquiry through to arrival, stay and departure.

As a key operational leader, this role provides leadership across reservations, front office and guest services while acting as the operational communication hub between departments. The Head of Guest Services owns the reservation systems, guest communications, service standards and operational processes that underpin an exceptional guest experience.

Working closely with the AIP, Partnerships and Business Development Manager, this role converts enquiries into confirmed bookings, ensures a seamless transition from sales to operations and develops a high-performing guest services team committed to delivering genuine Headwaters hospitality.

About Headwaters

Headwaters Glenorchy Eco Lodge is an award-winning regenerative hospitality business committed to creating exceptional guest experiences while leaving a lasting positive impact on our environment, our community and our people.

As a boutique operation, our leaders combine strategic thinking with hands-on operational leadership. Success comes from collaboration, innovation and a shared commitment to delivering personalised hospitality that connects guests to place.

Key Responsibilities

People Leadership
Provide operational leadership of the Front Office and Guest Services team to create a develop a high-performing team committed to exceptional hospitality.

Key Responsibilities
- Lead and inspire a high-performing front office and guest services team.
- Lead recruitment, onboarding and training of Front Office and Guest Services team members in conjunction with the Operations Manager.
- Foster a warm, welcoming, curious, collaborative and guest-focused culture.
- Coach and develop team members through regular mentoring and feedback, identifying training needs and supporting professional development.
- Lead by example through professionalism, warmth and genuine hospitality.
- Foster strong relationships across all departments.
- Support succession planning and capability development, encouraging flexibility and cross-training across guest-facing roles.

Reservations and Guest Journey
Provide leadership of the reservations and guest services function, ensuring every guest experiences a seamless journey from enquiry through to departure.

Key Responsibilities

- Lead the reservations and guest services team.
- Ensure every guest enquiry receives a timely, professional and personalised response.
- Maximise enquiry conversion while maintaining exceptional service standards.
- Oversee quotations (for FIT and small group travellers), accommodation bookings and booking administration.
- Coordinate pre-arrival communication and guest planning.
- Lead the concierge function, delivered by the Host team, personalising each guest's stay through thoughtful coordination of accommodation, dining, activities and bespoke experiences.
- Ensure arrivals, departures and guest communications reflect the Headwaters brand.
- Establish and maintain exceptional service standards.
- Lead service recovery where required.
- Continually improve the guest journey through innovation and feedback.

Reservations Systems & Process Ownership
Own the reservations platform and associated operational systems.

Key Responsibilities

- System owner/master administrator for the Property Management System (Newbook) and other Reservation / Front Office related software
- Responsible for all base pricing, and administration of all activations and promotions across all platforms
- Ensure reservation data is accurate and maintained to a high standard.
- Develop and maintain reservations procedures and operating standards.
- Work collaboratively with the AIP, Partnerships and Business Development Manager to ensure seamless transition of confirmed group and trade bookings.
- Identify opportunities to improve efficiency and automation.
- Maintain templates, workflows and guest communication standards.
- Ensure occupancy and revenue reporting and reservation and forecasting information supports operational planning.
- Website monitoring and updates for AIP and Headwaters Glenorchy Eco Lodge
- Champion continuous improvement of systems and processes.

Operational Coordination
Act as the communication hub connecting reservations with operational delivery.

Key Responsibilities

- Coordinate daily arrivals and departures.
- Ensure guest information is communicated accurately across departments.
- Liaise with Housekeeping regarding room readiness.
- Coordinate with the culinary team regarding dining reservations and dietary requirements.
- Support Groups & Events with accommodation allocations.
- Coordinate Maintenance requirements that impact guest stays.
- Facilitate smooth operational handovers across departments.
- Ensure operational readiness for each day's arrivals.

Key Relationships
Internal

- Operations Manager
- Executive Chef & Culinary Lead
- Finance & Compliance Manager
- AIP, Partnerships and Business Development Manager
- Groups & Events Manager
- Executive Housekeeper
- Maintenance Manager
- Group General Manager

External

- Guests
- Travel Advisors
- Corporate Clients
- Activity Providers
- Tourism Partners
- Reservation System Providers

Personal Attributes:

- Great people skills with the ability to recognise and graciously serve both group and individual needs
- Confident and capable to set up and lead the team in the absence of the Operations Manager as needed
- Able to listen to both guests and colleagues and provides thoughtful responses.
- Great administration skills with the ability to prioritise, plan and execute with efficiency and grace
- Organised and good at planning ahead; hardworking, tidy and efficient
- Calm under pressure and clear thinking in unexpected or challenging situations
- Ability to find, create and deliver magical moments for our guests throughout each day
- Clear, concise and confident communication skills
- 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 that enable teams and individuals to succeed with shared respect and purpose
- Punctual, enthusiastic and well presented at all times, and to act as an ambassador for the business and the brand.
- Ability to handle sensitive information discreetly and confidentially

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Qualifications and specific requirements:

- A minimum of 5 years of relevant international experience in a similar role or comparable training and exposure to guest services, guest experience and hospitality operations
- In depth working knowledge in managing online travel agencies
- Experience with set up and operation of property management software – preferably New-Book
- Demonstrated capability with CRM software –
- Proficiency in English and another language is desirable
- Local knowledge and connection to the community of Glenorchy and the surrounding region
- A knowledge of and passion for sustainability, eco-tourism and associated business practices
- Comply with a drug and alcohol-free workplace policy