

Job Description



JOB TITLE: Operations Manager – North Island	
LOCATION: Auckland (HQ)	
POSITION TYPE: Permanent Fulltime	WORKING HOURS: Mon-Fri (Flexitime)
DIRECT REPORTS: Hostel Managers – North Island	
REPORTS TO: Director of Operations	

Purpose

The mission is to ensure that each property in their portfolio is operating to its highest potential in terms of financial targets, people performance and customer experience.

Their goal is to remove roadblocks that impede the efficient functioning of each Haka Asset and ensure operational and quality alignment across the portfolio by working alongside their operations counterpart to create and maintain operating controls, SOPs, policies, procedures and service standards.

In addition, they are responsible for developing A players across the Haka network through thoughtful, intentional and strong leadership.

Responsibilities

- Identify and suggest areas to improve such as guest touch points and to create points of differentiation
- To foster and maintain a positive working relationship with your colleagues.
- Provide effective management to Lodge staff to ensure staff are happy and engaged
- Collaborate with counterpart and leadership team to develop and manage training plans across lodge staff to ensure the smooth running of our assets
- Develop and refine our supplier contracting and booking, optimise alignment and efficiency across all operational aspects of the portfolio.
- Develop and manage effective SOP's, brand standards and quality assurance systems across the portfolio
- Monitor customer satisfaction & implement operational improvements
- Develop and support a team of A player property managers
- Effectively implement operational projects as informed by strategy
- Own group wide asset management and operational knowledge of our buildings and leases
- Drive a sales culture within our properties
- Create and manage efficient rosters to ensure properties are working with maximum efficiency
- Ensure that all H & S protocols are adhered to, and all incidents are reported
- Form part of the Haka House Hostel health & safety team

Skills / Qualifications

- Thorough understanding of Hostel/Hotel operations

- Experience motivating, training & coaching staff
- Highly organised & methodical
- High level of accountability and overcommunication
- Relationship development & high EQ
- Self-directed/motivated
- High expectations/standards
- Process/change management
- Problem solving under pressure
- Financial acumen
- Health & Safety
- Competent HR knowledge
- Team player with a positive, can-do attitude
- Embraces personal accountability, sense of ownership
- Passion for the Youth Tourism industry
- Excellent time management & communication skills
- Exceptional attention to detail

Key Working Relationships

Internal:	<ul style="list-style-type: none"> ○ Director Operations ○ Head of People & Capability ○ Accountants ○ Hostel & 25 Degrees Managers ○ Operations Support
External:	<ul style="list-style-type: none"> ○ Group Chief Engineer (GCPH)

Performance Metrics

<i>Key Deliverable</i>	<i>Means of Achieving</i>
People Leadership	<ul style="list-style-type: none"> ○ Employees happy & Motivated – 360-degree employee survey feedback ○ Employee retention levels high within the operations network ○ All hostel employees are well trained and competent ○ All employee contracts, payroll, rosters, leave and induction documents are on file ○ Employee reviews are completed quarterly and yearly ○ Employee development & delegation in place
Budgeting / Finance	<ul style="list-style-type: none"> ○ Annual budget is achieved ○ Annual, quarterly and monthly project deadlines are met ○ Budgets for operational expenditure are achieved ○ All hostel employees adhere to finance process and procedures ○ Accuracy & punctuality of reporting
Guest Experience	<ul style="list-style-type: none"> ○ QualMark and internal audit scores are reached ○ TripAdvisor Ranking within top 5 for area and accommodation type for all properties ○ No guest complaints escalated to legal proceedings or financial settlement level ○ Key guest feedback trends actively addressed in a timely manner

Operations	<ul style="list-style-type: none"> ○ All IT systems are functional and secure and where they are not this is reported in a timely manner ○ Operational policies and procedures for all key hostel functions are fit for purpose, up to date and actively used by teams ○ Administration & filing consistent, tidy & secure across all properties
Communication	<ul style="list-style-type: none"> ○ All operational employees are aware of and adhere to the Haka communications playbook ○ Clear, smooth communication with direct reports, stakeholders and GCPH employees ○ Spearheading Haka environmental & community initiatives nationally ○ Actively participate in social events and initiatives where possible
Health & Safety	<ul style="list-style-type: none"> ○ No serious guest H&S incidents & minimum minor incident reports ○ All health & safety protocols are adhered to. ○ Understand and adhere to all Haka H & S procedures and policies ○ All incidents are reported using the incident reporting form ○ Report any major incidents using the incident management table without delay
Core Values	<p>Alignment with our core values is assessed by an annual 360-degree employee feedback process.</p> <p>Our values are:</p> <p>Whanau The Haka family trust one another, treat each other well, and put equality and honesty at the heart of all we do.</p> <p>Aotearoa Proud We care deeply about this land, and we aim to work as a company to share the unique culture, geography and history of Aotearoa by still respecting the land. Huge strides leaving few footprints. From encouraging customers to recycle to continuously learning and sharing your knowledge of culture, history & geography to our guests.</p> <p>Keeping it Real We owe our big success to our small company roots, and to the genuine, fresh attitude that keeps us grounded and relevant. No egos, no bull.</p> <p>Purpose-driven Combining our collective expertise, paying attention to detail and aiming sky-high is our winning recipe and the secret to our success.</p> <p>One In a Million At Haka it's of the utmost importance we deliver the best customer experiences and great customer service. Our customers are as individual as fingerprints, and we strive to create flexible, personalised products and services that make everyone feel included, whether they're 18 or 80.</p> <p>Reach For It Boundary-pushing isn't just for our adventure tourists - it's our key to innovation and staying ahead of the pack. If it can be done better, we'll always find a way.</p> <p>Sense of Place We take pride in our sense of place and celebrate the alignment between our brand and every location a Haka House calls home.</p>