

Job Description



JOB TITLE: Regional Hostel Manager – Queenstown

LOCATION: Queenstown & Queenstown Lakefront

POSITION TYPE: Permanent Fulltime

WORKING HOURS: Mon – Fri (Open Hours)

DIRECT REPORTS: Duty Manager's, Night Manager's, Housekeeping Supervisor, Host / Housekeepers

REPORTS TO: Operations Manager – South Island

Purpose

Your primary responsibility is to manage the Haka House Hostel with a level of autonomy and accountability to ensure guest and employee satisfaction, through the effective management of people, processes, finance, maintenance and reporting.

You will oversee the overall operations of the hostel, ensuring that it runs smoothly and efficiently whilst providing exception service to guests.

You are responsible for managing employees, maintaining our brand standards, as well as cleanliness and safety, whilst optimising financial performance.

You are crucial to creating a welcoming and comfortable environment for guests by fostering a positive and positive workplace for employees.

Responsibilities

- o Manage cost and expenditure
- o Staff management, hiring, training and development
- o Work collaboratively with the national operations team and other property managers throughout New Zealand to create/improve and implement processes
- o Build strong business relationships with our accommodation partners and internal staff
- o Identify and suggest areas to improve such as guest touch points and to create points of differentiation
- o Ensure customer satisfaction by ensuring that all guest queries, feedback and complaints are responded to in a timely manner and staff are trained effectively to provide exceptional customer experience
- o Ensuring that reports such as daily sales are reconciled with monies taken daily
- o Ensuring all monthly audit and finance reports are completed in a timely manner
- o Handle guest requests accordingly
- o To foster and maintain a positive working relationship with your colleagues
- o Ensuring that all staff are aware of, and proficient in all Health & Safety, and emergency procedures
- o Ensure that maintenance issues are dealt with in a safe and timely manner
- o Carry out other duties as requested

Skills / Qualifications

- 5+ years of Hotel, Lodge or Accommodation management positions (including housekeeping manager and assistant/duty manager positions)
- 3-5 years of People leadership
- Practical Problem Solver
- Sound knowledge of Health & Safety requirements in the accommodation sector
- Excellent time management & communication skills
- Good command of written and spoken English
- Ability to prioritise and train your team accordingly
- Team player with a positive, can-do attitude
- Budget management
- Embraces personal accountability, sense of ownership
- Passion for the Youth Tourism industry
- Sound knowledge of revenue and rates Youth market experience
- Exceptional attention to detail

Key Working Relationships

Internal:	<ul style="list-style-type: none"> ○ Operations Manager & Director ○ Hostel Employees ○ Hostel Managers ○ Head of People & Capability ○ Finance ○ Revenue/Reservations ○ IT ○ Maintenance
External:	<ul style="list-style-type: none"> ○ Guests ○ Contractors ○ Tour group leaders (Intrepid, HET, KiwiEx etc.) ○ Landlord (where applicable)

Performance Metrics

<i>Key Deliverable</i>	<i>Means of Achieving</i>
Customer Service & Guest Experience	<ul style="list-style-type: none"> ○ OTA rankings ○ Are 8/10 or above and responded to within a timely manner. ○ Guest feedback (TripAdvisor, Google & OTAs) ○ All guest feedback good or bad is responded to via appropriate channels and reported to your manager ○ Complaints & Responses All complaints are responded to within 48 hours ○ QualMark and internal audit scores are reached ○ No serious guest H&S incidents & minimum minor incident reports ○ 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
Budget Management	<ul style="list-style-type: none"> ○ Achieving monthly targets and end of year budgets ○ Controlling costs (Consumables, Cleaning, Linen, Office & Printing Staff Hours)

	<ul style="list-style-type: none"> o Maximising Revenue (Activity Sales, Dynamic Pricing & Occupancy)
Reporting & Administration	<ul style="list-style-type: none"> o Accuracy & punctuality of reporting o Accuracy of cash handling o No late charges or outstanding balances
Leadership	<ul style="list-style-type: none"> o All employee contracts, payroll, rosters, leave and induction documents are on file o Employee reviews completed quarterly & yearly. o Employee development & delegation in place o Employees signed up for communication tools i.e. Slack, newsletters etc. o Weekly team meetings o Standard of cleaning - All areas are cleaned at a high standard, cleaning supplies and linen are stocked, and equipment working & stored correctly. o Standard of Customer experience – Employees are confident, welcoming, presented well and procedures are followed. o Staff happy, motivated & engaged - 360-degree staff survey feedback.
Communication	<ul style="list-style-type: none"> o Personal uptake of cultural training opportunities and Te Reo o Clear, smooth communication with direct reports, o Stakeholders and other Haka verticals.
Health & Safety	<ul style="list-style-type: none"> o All health & safety protocols are adhered to. o Understand and adhere to all Haka H & S procedures and policies o All incidents are reported using the incident reporting form o 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</p>

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.

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.