

Job Description



JOB TITLE: Head of Operations NZ	
LOCATION: Auckland HQ	
POSITION TYPE: Permanent Full Time	WORKING HOURS: Mon – Fri (Flexitime)
DIRECT REPORTS: Operations Managers x 2, GM Lake Tekapo, Building Facilities and Maintenance Manager	
REPORTS TO: CEO	

Purpose

Your primary mission is to ensure that each Haka House Hostel asset is operating to its highest potential in terms of financial targets, people and customer experience.

Working with your team of Operations and Facilities Managers, you will develop and ensure operational quality alignment across the portfolio by providing strategic leadership to the operations and asset teams, overseeing and providing strategic input to operating controls, SOPs, policies, procedures and service standards.

You will facilitate strong relationships with the operations team and the wider Haka House Hostels network. You will act as a partner and business advisor to the Haka Leadership team and will be heavily involved in the development of Haka House's strategic plans and their translation into an annual operations plan, ensuring alignment across the operations team and Haka House Hostel network.

Responsibilities

- Provide effective management to the operations leadership team
- Ensure staff are happy and engaged across all properties
- Collaborate with the Haka Leadership team by providing operational business advice to create portfolio strategic plans
- Translate the group's strategic plans into an effective operational plan, ensuring alignment across the operations team and Haka House Hostels network
- Support Operations leaders with the development of group-wide contracts
- Provide efficient strategic oversight of the creation of effective SOPs, brand standards and quality assurance systems across the portfolio
- Provide leadership and support to lift guest reviews and scores
- Develop and support a high-performing operations manager and support team
- Oversee the Building Facilities and Maintenance Manager to ensure all properties are maintained to a safe, functional and guest-ready standard
- Ensure a proactive rather than reactive approach to maintenance planning and capital expenditure across the portfolio
- Ensure that H&S protocols are adhered to across all properties, and all incidents are reported
- Form part of the Haka House Hostels Health and Safety Team

Skills / Qualifications

- Embraces personal accountability
- Excellent time management & communication skills
- Exceptional attention to detail
- Thorough understanding of Hostel/Hotel operations
- People leadership
- Highly organised & methodical
- High level of accountability and over communication
- Workforce planning
- Strategic and operational planning
- Relationship development & high EQ
- Self-directed/motivated
- High expectations/standards
- Process/change management
- Problem solving under pressure
- Financial acumen
- Health & Safety
- Understanding of building facilities and maintenance management

Key Working Relationships

- | | |
|-----------|---|
| Internal: | <ul style="list-style-type: none"> ○ CEO ○ Haka House Hostels Leadership team ○ Operations Managers ○ GM Lake Tekapo
Building Facilities & Maintenance Manager ○ Hostel Managers ○ Finance Team |
| External: | <ul style="list-style-type: none"> ○ GCPH Leadership Team ○ 25 Degrees shareholders ○ Suppliers and contractors |

Performance Metrics

<i>Key Deliverable</i>	<i>Means of Achieving</i>
People Leadership	<ul style="list-style-type: none"> ○ Employees are happy and motivated – 360 employee feedback ○ Performance care surveys – high employee scores for wellbeing and happiness ○ Employee retention levels high within Haka House Hostels & 25 Degrees assets ○ 80% of asset employees are A players ○ Employees are kept safe and minimal serious H&S incidents occur
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
Operations	<ul style="list-style-type: none"> ○ All operational employees are thoroughly trained and working effectively with the tools available to them

	<ul style="list-style-type: none"> ○ Operational policies & SOPs for all key property functions fit for purpose, up to date & actively used by teams ○ Operational leaderships are provided with support to effectively implement SOPs
Building Facilities & Maintenance	<ul style="list-style-type: none"> ○ Oversee Planned maintenance schedules and ensure they completed on time across all properties ○ Oversee Urgent maintenance issues and ensure they are responded to within agreed timeframes ○ No serious H&S incidents arising from deferred or inadequate maintenance ○ Properties are maintained to a guest-ready standard at all times ○ Capital maintenance expenditure is planned and tracked against budget
Guest Experience	<ul style="list-style-type: none"> ○ Qualmark and internal audit scores are reached ○ Guests are kept safe and minimal serious H&S incidents occur ○ OTA and Online rankings are within top 5 for area, asset type for all assets under the management of Haka House Management limited ○ No guest complaints escalated to legal proceedings or financial settlement level ○ Key guest feedback trends actively addressed in a timely manner ○ Effective training policies are put in place across the network
Communication	<ul style="list-style-type: none"> ○ Personal uptake of cultural training opportunities and Te Reo ○ Clear, smooth communication with direct reports, stakeholders and other Haka verticals. ○ Spearheading Haka environmental & community initiatives nationally
Health & Safety	<ul style="list-style-type: none"> ○ 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 ○ Strong knowledge of and understanding of the Health and Safety at Work Act 2015 ○ Guidance and knowledge used to drive monthly health and safety meetings ○ All assets adhere to the Health and Safety at Work Act 2015
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>One In a Million</p>

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.

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.