

Job Description



JOB TITLE:	Maintenance Manager
LOCATION:	Auckland (HQ), with regular national travel to North and South Island sites
POSITION TYPE:	Permanent Fulltime Working hours: Mon–Fri (4 + 1 flexitime)
DIRECT REPORTS:	Maintenance Support – South Island, Maintenance Support North Island, Maintenance Handyperson(s) (4)
REPORTS TO:	Head of Operations - NZ
DELEGATED AUTHORITY:	Maintenance operating and capital budget, within limits set by the Delegated Financial Authority schedule.

PURPOSE

The mission is to ensure that all Haka House assets, facilities and equipment are in optimal working condition, providing a safe and comfortable environment for guests and employees. This involves overseeing maintenance operations, managing a team of maintenance staff and contractors, and implementing preventive maintenance programmes.

You will work closely with the Operations department to minimise disruption to the hostels, coordinating a high-performing team to ensure maintenance activities are managed efficiently and to a high standard.

RESPONSIBILITIES

- Schedule and oversee all maintenance work for Haka House by managing a team of maintenance employees, contractors and sub-contractors
- Ensure all maintenance operations comply with company policy and occupational safety and health requirements
- Ensure the facility satisfies all industry regulations, with support from the Head of Operations – NZ and Group Chief Engineer (GCE)
- Plan, implement and manage maintenance budgets within delegated authority
- Forecast, order and negotiate pricing for spare parts inventory
- Develop and implement a proactive maintenance improvement strategy, including productivity and cost improvements
- Coordinate complex building repairs and enhancements
- Prepare project plans and documentation in accordance with Head Office requirements
- Draft maintenance reports for the Head of Operations – NZ and Group Chief Engineer
- Manage contractors and sub-contractors, including safety inductions and compliance requirements
- Hold a key role on the Work Health and Safety Committee
- Create and maintain Haka House operating controls, SOPs, policies, procedures and service standards for maintenance matters
- Develop and deliver cost-saving and productivity initiatives, with results tracked against budget

SKILLS / QUALIFICATIONS

Experience

- 5+ years' experience in a similar maintenance leadership role, ideally across hostel, hotel or multi-site facilities
- Current understanding of the Health and Safety at Work Act and its practical application

Capability

- People leadership across a geographically dispersed team
- Highly organised and methodical, with exceptional attention to detail
- Strong problem-solving under pressure and sound process/change management
- Excellent time management and proactive, high-frequency communication

Personal attributes

- Embraces personal accountability and holds high standards
- Self-directed and motivated
- Builds effective, lasting relationships with internal and external stakeholders

KEY WORKING RELATIONSHIPS

Internal

- CEO
- Head of Operations - NZ
- Group Chief Engineer (GCE)
- Hostel Managers
- Operations Managers
- Maintenance Support employees

External

- Contractors (plumbers, electricians, etc.)
- Councils
- South Pacific Fire Services (SPFS)
- Landlords (where applicable)

PERFORMANCE METRICS

Key Deliverable	Means of Achieving	Target
Leadership	• Lead and train maintenance employees to keep the team skilled and efficient • Assign tasks and manage workflow to meet deadlines and standards • Diagnose issues, analyse information and recommend actions	360-degree feedback score at or above company benchmark; maintenance team retention at or above 95% annually
Relationship Management	• Meet or exceed guest satisfaction targets for maintenance-related issues • Handle maintenance issues in line with operational requirements • Build effective relationships with internal and external stakeholders	Guest satisfaction score at or above 90; issue resolution within agreed SLA
Communication & Reporting	• Prepare and review daily reports on maintenance activity, including completed tasks and open issues • Participate in management meetings on operational issues and improvement strategies	Reports submitted on schedule with no material omissions
Asset Management	• Monitor the condition and maintenance history of all Haka House assets • Plan upgrades, replacements or decommissioning of equipment	Asset register kept current; planned maintenance completed on schedule
Budgeting & Cost Management	• Prepare and manage maintenance operating and capital budgets • Evaluate cost-effectiveness of repair versus replacement and optimise resource use	Spend within approved budget, or variance explained and approved

Vendor & Contractor Management	• Source and negotiate contracts with vendors for equipment and services • Ensure vendors meet performance standards and contract terms	Vendors meeting agreed SLA; contracts reviewed annually
Health & Safety	• Demonstrate strong knowledge of H&S policy and lead on the Health and Safety Committee • Ensure maintenance activity complies with H&S regulations • Train maintenance staff in emergency procedures and keep fire safety measures current • Report all incidents via the incident reporting form; escalate major incidents without delay	Zero overdue H&S actions; all incidents logged and closed within policy timeframes

CORE VALUES ALIGNMENT

Alignment with our core values is assessed through the annual 360-degree employee feedback process.

Whanau

The Haka family trust one another, treat each other well, and put equality and honesty at the heart of all we do.

Aotearoa Proud

We care deeply about this land, and aim to share the unique culture, geography and history of Aotearoa while respecting it. Huge strides, few footprints.

Keeping it Real

We owe our success to our small company roots and the genuine, grounded attitude that keeps us relevant. No egos, no bull.

Purpose-driven

Combining our collective expertise, attention to detail and high ambition is our winning recipe.

One in a Million

We deliver personalised experiences for guests as individual as fingerprints, whether they're 18 or 80.

Reach For It

Boundary-pushing is our key to innovation. If it can be done better, we'll find a way.

Sense of Place

We take pride in our sense of place and the alignment between our brand and every location a Haka House calls home.