



Duty Manager

WHY WE ARE HERE

We are a high-performing community owned organisation with a clear purpose – to create and contribute to a vibrant Invercargill. People are at the heart of everything we do.

Our team act with integrity, strive to excel and approach every undertaking with enthusiasm, drive and energy.

WHY THIS ROLE EXISTS

The purpose of this role is to assist the Manager in providing leadership and day to day management of the business, ensuring exceptional guest experience and an ongoing positive environment.

WHAT YOU WILL DO

Reporting to the Manager you will play a pivotal leadership role within the business. You will assist the manager to maintain the smooth and efficient day to day operation of the business. You will also oversee the food and beverage operation, to achieve profitability and exceptional guest experience while complying with the sale and supply of alcohol act 2012.

KEY DUTIES

- Model and promote the businesses vision, and outstanding guest experience values.
- Provide leadership, support, direction and regular feedback on staff performance.
- Ensure all staff are aware of their obligations pursuant to the sale and supply of alcohol act 2012.
- Ensuring KPIs are met and team members are mentored, developed and grown.
- Ensure all funds and proceeds belonging to the business are accounted for and secured.
- Ensure food and beverage operations are effective and exceptional guest experience is provided.
- Ensure the premises is a safe environment for all patrons and staff.
- Champion, comply and promote health, safety and wellbeing within ILT.

YOU BRING TO THE ROLE

- Proven leadership skills with demonstrated ability to articulate our vision and take people on a change journey.
- Significant experience within the hospitality sector.
- Exceptional with customers and understands clearly what fantastic service means.
- Excellent communicator who exhibits clear, concise written and verbal communication with precise attention to detail and high accuracy.
- A “Lead by Example” attitude and ability to adopt a hands-on approach as and when required.
- Superb time management and organisational skills.
- Honesty and reliability.
- Ability to work collaboratively in a team environment.
- Remains calm under pressure.