



We're Skyliners
Inspired by every smile.

Position Description

Company	Skyline Rotorua	Date	September 2026
Title	Assistant Activities Manager	Reports to	Activities Manager
Team	Activities	Location	Rotorua

Our Purpose

Skyline's purpose is to share real fun with the world. Gravity is our superpower. But not our only power...

The purpose of this role is to support the Activities Manager in the effective leadership and operation of the Activities Department, ensuring exceptional guest experiences, safe and efficient operations, strong team performance, and achievement of departmental objectives. The Assistant Activities Manager provides day-to-day leadership, coaching and operational oversight, while maintaining Skyline's standards of service, safety, product quality and profitability.

Our Strategic Goals

DELIVER:

Target ROI from all
SEL Business units

INVEST:

In high potential
businesses in
outstanding
locations

OPERATE:

An efficient, agile
and sustainable
business

EMPOWER:

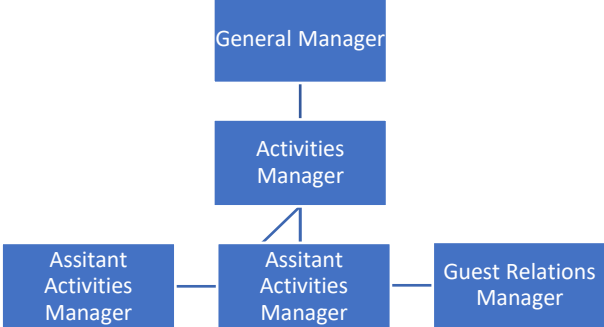
Empower our people
to deliver real fun

Our Values and Culture

Skyline Rotorua is a leader in the New Zealand travel and tourism sector. We are successful because of the commitment of our staff towards our company's purpose; to share real fun with the world. We have three values that sum up how we communicate, behave, and work together to achieve our goals. We're Skyliners. We're brave, we care, and we do everything we can to deliver real fun and make people smile.



skyline.co.nz

Scope of Role			
Responsible for	- Activities Team Members - Activities Supervisors (day-to-day operational leadership) - Seasonal and casual team members as required	Peers	- Assistant Activities Managers - Duty Managers - Department Leaders
Organisation Context	 <pre> graph TD GM[General Manager] --> AM[Activities Manager] AM --> AAM1[Assitant Activities Manager] AM --> AAM2[Assitant Activities Manager] AAM2 --> GRM[Guest Relations Manager] </pre>		

Key Relationships			
Internal	- Activities Manager - Duty Managers - Senior Leadership Team - Activities Team - All Operational Departments	External	- Customers / Guests - Contractors - Suppliers - Other stakeholders as required in consultation with the Activities Manager

Key Accountabilities and Tasks		
	Description	Weighting
Operational Performance Excellence	- Support the effective day-to-day management of the Activities Department. - Assist with workforce planning and roster management to ensure operational requirements and budget targets are achieved. - Ensure adequate staffing levels and appropriate staff deployment throughout operating hours.	35%



Leadership & People Management	• Assist with monitoring departmental performance and operational costs. • Support the preparation of reports and operational information as required. • Ensure plant, equipment and facilities are maintained and presented to the highest standard. • Provide Service Champion cover as required and maintain effective communication regarding operational issues. • Ensure effective communication and handovers between managers and operational teams.	
	• Lead by example through visible, hands-on leadership within the operation. • Provide coaching, guidance and support to team members and supervisors to drive performance and capability development. • Support recruitment activities to ensure staffing levels align with operational demands, seasonality and budget requirements. • Ensure onboarding, induction and training processes are completed effectively and consistently. • Monitor employee performance and support performance review and development processes. • Assist with performance management and employee relations matters, escalating issues appropriately when required. • Lead and participate in static rescue training and ensure employees maintain operational competency requirements. • Maintain high levels of employee engagement through clear direction, communication and leadership aligned to Skyline's purpose, values and behaviours. • Facilitate regular team briefings and ensure effective communication across the department. • Foster a positive, inclusive and high-performing team culture focused on safety, accountability and continuous improvement. • Ensure personnel records are maintained accurately, confidentially and in accordance with company requirements.	40%
	• Ensure exceptional guest service standards are consistently delivered. • Monitor guest feedback and communicate results to the team. • Implement improvement initiatives and service recovery actions where required. • Ensure team members are equipped to effectively manage guest enquiries and complaints.	15%



Social, Environmental & Governance Sustainability	- Promote continuous improvement in service delivery through coaching, training and leadership. - Maintain high standards of personal presentation, product presentation and operational readiness.	
	Ensure any actions, projects or proposals consider and proactively support the priorities of the Skyline Sustainability Framework:  People Caring for our people, our communities and our customers  Place A light footprint on the land, guardians of our places  Prosperity A value-driven responsible business - Ensure recycling and waste management practices are carried out where possible. - Maintain your work area to an environmentally acceptable standard. - Make suggestions for environmentally sustainable improvements.	5%
	Health & Safety Ensure a personal and organisational commitment to, and delivery against, health and safety (Safe Place, Safe People, Safe Practices) and sustainability objectives. - Take responsibility for meeting Skyline's obligations in workplace health and safety by making sure own actions keep yourself and others safe - Conduct your work in a safe and reliable manner, adhering to Skyline's H&S procedures - Champion and advocate H&S where appropriate in your everyday interactions - Undertake H&S administrative processes as required.	5%

Knowledge, Experience & Qualifications			
Essential	- Previous leadership experience in a tourism, hospitality, recreation or operational environment. - Demonstrated ability to lead teams and deliver exceptional customer service. - Strong communication and interpersonal skills. - Experience and ability to manage competing priorities in a fast-paced environment. - Understanding of workplace health and safety requirements.	Desirable	- Experience within Skyline operations. - Experience with roster management and labour planning. - First Aid qualification. - Rescue training experience. - Tourism or hospitality qualification.



	Competent computer and administration skills.		
Person Specification / Key Attributes			
Essential	- Strong leadership capability. - Guest-focused mindset. - Excellent written and verbal communication skills. - Ability to build positive working relationships. - Highly organised and able to prioritise effectively. - Problem-solving and decision-making ability. - Professional and adaptable. - Commitment to safety, quality and continuous improvement.	Desirable	- Experience leading large operational teams. - Commercial awareness and budget understanding. - Passion for tourism and guest experiences.

Change of Position Description

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment. This position description may be reviewed and amended from time to time during your employment after consultation with you.

Employee Name:	
Employee Signature:	
Date:	

