



For Our Community

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.



7 days a week, rostered

WHY THIS ROLE EXISTS

Our Duty Managers will work alongside the Executive Manager to ensure the smooth and efficient day to day operation of the Hotel and associated areas at The Langlands, to meet maximum guest and customer comfort and satisfaction levels.

WHAT YOU WILL DO

Assist the Manager in supervising and training staff, achieving budgeted profitability in all areas of the hotel operation, whilst maintaining all standards of safety, security, hygiene and administration and compliance with the legal requirements of the Sale & Supply of Alcohol 2012

KEY OUTCOMES

- Duty Management obligations are carried out so as to ensure the maximum efficiency and comfort of all guests and that all aspects of hotel safety and management are maintained to stated levels.
- All hygiene and cleanliness of designated areas including liquor storage areas, cool stores, retail and other associated areas is maintained at the utmost level.
- Assessments are completed when due and required.
- Wage costs are maintained within agreed guidelines established by the Manager.
- Fire, hygiene, safety and Sale & Supply of Alcohol 2012 requirements are met to the highest level.
- Staff Training /coaching/ development is undertaken in order to enhance job delivery and satisfaction whilst ensuring all staff within the appropriate areas comply to the legal requirements of The Sale & Supply of Alcohol 2012
- A high level of product knowledge is displayed and all stock requisition procedures are followed and adequate stock is ordered through established channels on a daily basis.
- Promotion and marketing of the various bars/cafes, to organise entertainment and promotions and assist the Manager to develop and increase patronage within all areas of the complex
- Champion, comply and promote health, safety and wellbeing within ILT
- To maintain the standard and culture of the team by setting an example to new members of staff and assisting in their training when required.

YOU BRING TO THE ROLE

- Previous Hotel knowledge with proven food & beverage skills.
- Hold a current General Managers Licence (Or are in a position to obtain one)
- Possesses excellent people skills and ability to develop rapport with a variety of people, managing and building external relationships
- The ability to work unsupervised in an autonomous manner or work in a team situation giving clear direction and supervision.
- Excellent communication skills and ability to coach and train staff, whilst ensuring all Hotel policies and procedures are implemented and adhered to.
- Good problem-solving skills and capability to resolve issues promptly and effectively
- Customer focused
- A desire to further your career in the Hospitality industry.
- Proven hands on leadership skills with demonstrated ability to coach and train staff
- Community focused with a passion for people and the community
- A professional appearance with a positive attitude adaptability and flexibility.