



We're Skyliners
Inspired by every smile.

Skyline Rotorua

Position Description

Company	Skyline Rotorua	Date	January 2024
Title	Activities Manager	Reports to	General Manager – Skyline Rotorua
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 provide effective manager and leadership of frontline staff & guest services within the Activities Department. The Activities Manager will ensure the highest standards of safety, product quality, internal and external customer service, whilst maximising profitability in all areas.

As part of the sites Senior Leadership team, this role will provide leadership in a professional, cohesive and caring manner, pushing the boundaries on growth whilst challenging and empowering the wider team. The Activities Manager will maintain knowledge of the operations and lead by example, creating a culture where the team feel they are winning, belong and are empowered to be part of our vision.

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.

**we're
brave**

**we
care**

**we
do**



Scope of Role			
Responsible for	<ul style="list-style-type: none"> • 4 direct reports • 9 indirect reports • 75-150 (peak) employees 	Peers	<ul style="list-style-type: none"> • F&B Manager • Admin/Finance Manager • Chief Engineer • P&C Business Partner • Executive Chef • Sales & Marketing Manager
	<p>Organisation Context</p> <pre> graph TD GM[General Manager] --> AM[Activities Manager] AM --> AAM1[Assist. Activities Manager] AM --> AAM2[Assist. Activities Manager] AM --> AAM3[Assist. Activities Manager] AM --> AAC[Activities Admin Coordinator] AAM1 --> MTB[MTB/Zipline] AAM2 --> GC[Gondola/Cashier] AAM3 --> Luge[Luge] </pre>		

Key Relationships			
Internal	<ul style="list-style-type: none"> • General Manager • Senior Leaders • Employees • Maintenance • Duty Managers/Supervisors 	External	<ul style="list-style-type: none"> • Suppliers • Contractors • FENZ

Key Accountabilities and Tasks		
	Description	Weighting
Operational Performance Excellence	<ol style="list-style-type: none"> 1. Managing & controlling all wage and operational costs in the Activities Department: <ul style="list-style-type: none"> • In consultation with the General Manager, prepare, monitor and manage department budgets and annual plans that ensure continual growth and profitability. • Oversee, co-ordinate and prepare staff rosters ensuring budgets are met and skilled staff are available to meet the needs of guests. • Prepare monthly reports as required by the General Manager. 	25%

	<p>2. Responsible for ensuring that the Incident Management Procedures are regularly reviewed, maintained and in line with business needs and best practice:</p> <ul style="list-style-type: none"> • Keep up to date with CIMS & Skyline Queenstown for best practices. • Ensure that all sections of the IMP are reviewed by Senior Leaders on a monthly basis and updated in all relevant areas. • Ensure incident reports are followed through and reported on the relevant H&S system. • Ensure that procedures are being followed when incidents occur by reviewing incident reports (i.e., Fire Evacuations) • Ensure that trial evacuations are being conducted twice yearly (at least) and ensure that any improvements as a result are updated in the IMP and communicated to all staff. • Assist P&C with the organisation of IMP relevant training. • Ensure that the Operations Room, building warden equipment and emergency packs are regularly checked and up to date. <p>3. Responsible for Service Champion & emergency operational cover:</p> <ul style="list-style-type: none"> • You will be responsible for the smooth and efficient day-to-day operation of the property to ensure adequate and competent service champion and emergency cover. • Ensuring Activities staff are trained and familiar to competently deal with emergency management procedures. • Communicating/reporting to the General Manager, Head Office or other designated Management in event of a significant operational issue arising. • Ensure an effective communication process is in place to brief staff on operational issues at the commencement/finish of shift. • Ensure all staff comply with the standards of safety, hygiene, administration and relevant legislative and company requirements. 	
Leading others	<p>All Skyline leaders are responsible for influencing, motivating, and inspiring stakeholders by:</p> <ul style="list-style-type: none"> • Providing clear direction by sharing the Skyline purpose, aligning, and cascading KPIs to the business strategy and providing regular 1:1 feedback to calibrate ensuring all formal performance reviews are completed as required • Promoting a cohesive and supportive team culture through frequent communication, encouraging opportunities to collaborate and problem solve together to deliver on collective and individual goals, celebrating success • Acting decisively and with fairness when dealing with potential problematic employee issues • Ensuring your team have the necessary information, tools, and training to meet their goals, including committing to actions to support their success • Actively participating in P&C processes to talent map, succession plan and develop employee skills, knowledge and experience 	25%

Health & Safety	<ul style="list-style-type: none"> • 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. 	
	<p>Ensure a personal and organisational commitment to, and delivery against, health and safety (Safe Place, Safe People, Safe Practices) and sustainability objectives.</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Relevant diploma 	Desirable	<ul style="list-style-type: none"> • Management degree • First Aid Certificate
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Person Specification / Key Attributes

Essential	<ul style="list-style-type: none"> • 3-5 years management experience in leading large teams • Project management experience • Previous responsibility for Health & Safety standards • Customer Service experience • Excellent communication skills – both verbal & written • Excellent problem-solving skills • Strong business knowledge • Budget management experience • Full drivers' license 	Desirable	<ul style="list-style-type: none"> • Previous Adventure Tourism experience • First Aid/PHEC trained • Experience in use of Radio Communications
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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:	