

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

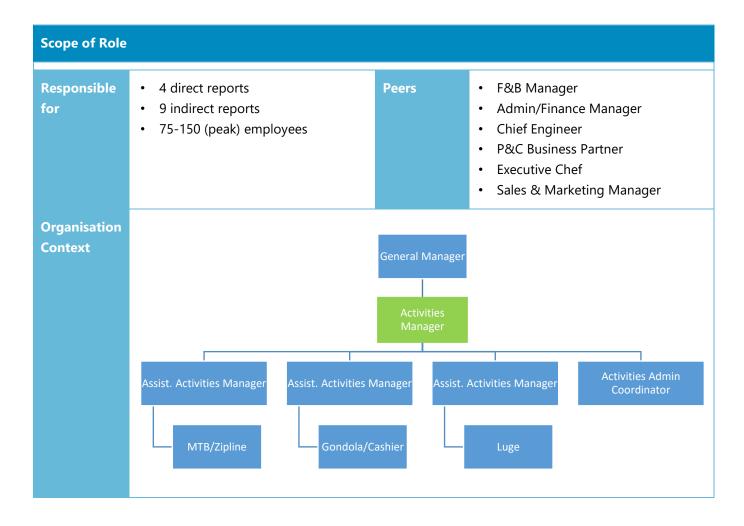
Skyline Rotorua is a leader in the New Zealand travel and tourism sector. We are successful because of the commitment of our staff towards our company's purpose; to share real fun with the world. We have three values that sum up how we communicate, behave, and work together to achieve our goals. We're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











Internal General Manager Senior Leaders Employees Maintenance Duty Managers/Supervisors General Manager External Suppliers Contractors FENZ

Key Accountabilities and Tasks

	Description	
Operational Performance Excellence	 Managing & controlling all wage and operational costs in the Activities Department: 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%

- 2. Responsible for ensuring that the Incident Management Procedures are regularly reviewed, maintained and in line with business needs and best practice:
 - 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.
- 3. Responsible for Service Champion & emergency operational cover:
 - 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

All Skyline leaders are responsible for influencing, motivating, and inspiring stakeholders by:

- 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%

Environmental & Governance Sustainability	People Place Prosperity	
Social,	Ensure any actions, projects or proposals consider and proactively support the priorities of the Skyline Sustainability Framework:	5%
	 Ensure all staff are competent and capable of handling guest complaints as they arise and implement effective "service recovery" initiatives. Constantly seek to improve the service standard through training, coaching, performance management and sound leadership practices. 	
	 Ensure up to date information is obtained on service standard, guest satisfaction levels, quality issues and opportunities. Ensure all guest accidents/incidents occurring on any of the activities within the department are managed and reported to the General Manager in accordance with company policy. 	
Quality & Guest Service	company's purpose, values and objectives. Responsible for developing and continuously improving staff & service quality standard that will ensure maximum guest safety and satisfaction:	15%
People Management	opinions and quiet voices. Responsible for the effective recruitment and management of all front-line staff within the Activities Department: • Ensure the Company's People & Capability policies and procedures are followed and maintained. • Ensure all levels of Activities staff are trained and competent in their role, providing skill flexibility within the team to accommodate absences where practicable. • To monitor and manage staff performance, undertake/oversee reviews and ensure development needs are identified and addressed. • Ensure all performance and disciplinary issues are communicated to the relevant people as soon as practicable. • Maintain high levels of staff satisfaction by providing a clear sense of direction, following Skyline behaviours to ensure a leadership style that generates motivation, enthusiasm and commitments to the	25%
	through coaching and development opportunities for career pipelines to support business continuity and workforce planning • Creating an environment of open communication to build the trust to cultivate a growth mindset where personal accountability and learning from experiences is actively encouraged • Endorsing and encouraging a culture of continuous improvement by providing access to avenues for Skyliners to contribute their ideas/ input / testing new ideas and new ways of working • Creating a culture of openness and inclusion that will encourage diversity of thought, create a space for debate, allow Skyliners room to think differently whilst actively listening to underrepresented	

	 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. 	
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	Relevant diploma	Desirable	Management degreeFirst Aid Certificate
Person Specification / Key Attributes			
Essential	 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	 Previous Adventure Tourism experience First Aid/PHEC trained Experience in use of Radio Communications

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:	