

**JOB DESCRIPTION**

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##### POSITION TITLE: Discovery Centre Manager

##### BUSINESS UNIT: Discovery Centre – Harrison Cove

**LOCATION: Milford Sound**

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**Position Objectives**

* To oversee the operation and maintenance of the Discovery Centre so that it achieves its goal of being an outstanding marine and wildlife attraction for our visitors
* To always ensure a high and safe standard of service for all visitors to the Milford Discovery Centre & Kayaking Operation
* Manage and provide guidance to our Nature guides, Kayak guides and divers
* Manage and direct regular scheduled maintenance, cleaning and general upkeep of the DC and its equipment
* Oversee diving duties and training at the Discovery Centre, this includes establishing and reviewing Southern Discovery diving protocols and safety measures
* Be prepared to work on and in the business; in this respect the manager will be required to deliver guided tours both on and off the water when required
* Health & Safety management of the Discovery Centre operations, including employees, all buildings, plant, and equipment
* Ensure all administrative and planning functions are completed in a timely and professional manner

**Reporting Responsibility**

This position reports to the General Manager - Milford Operations.

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| **Key Duties** | **Outcomes** |
| **Oversee the delivery of Discovery Centre products and the maximisation of revenue** | * Ensure excellence in the delivery of the Discovery Centre products through customer service, continuous improvement, and regular review of customer feedback and SOPs
* Work with the GM Operations to optimise revenue and manage costs effectively
* Manage customer feedback and complaints in a timely and professional manner as required.
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| **Effective Team Management**  | * Carry out effective recruitment, training and performance management of staff .
* Effectively manage Discovery Centre staff on a day-to-day basis
* Build a strong and inclusive team culture.
* Delegate effectively as required
* Develop and implement an effective staffing structure and roster to give the deliver efficiency in staff costs whilst not compromising team welfare.
* Follow effective and thorough performance management and appraisal of DC staff, in conjunction with the HR Manager.
* Develop staff to their full potential
* Identifies training needs and opportunities
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| **Effective Human Resource Records and Payroll Management** | * Manage the DC roster and staffing levels depending on season.
* Aligns staff rosters with accurate payroll input and delivery.
* Manage and approve leave to ensure adequate cover at all times
* New recruits : Ensure all onboarding documentation is completed in a timely fashion and is centrally stored on HR files.
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| **Communication**  | * Communicates freely and clearly, in a professional manner, with other departments.
* Keeps all departments informed of any changes that may affect them.
* Ensure other frontline staff and vessel crew are aware of changes to procedures.
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| **Key Duties – Kayak guiding** |  |
| Kayak Training | * Ensure all in-house and specific kayak training for the DC kayak operation is completed as specified in the Kayak competency guide.
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| Kayak Guiding | * Where required, undertake kayak trips as per the scheduled departures and team roster in accordance with the companies Standard Operating Procedures.
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| Duties will include, but are not limited to, the following: | * Meeting members of a tour on arrival at the DC and making introductions to other staff members
* Answering questions and advising on local interest points within a specific region
* Directing the set-up and maintenance of new equipment, and ensuring that equipment is always safe and in working condition
* Demonstrating and providing instruction in the use of equipment and techniques required for participation
* Providing advice on safety measures, and ensuring that activities are conducted in a manner to minimise risk to participants
* Responding to emergencies by providing first aid assistance and taking appropriate further action if required
* Maintain written reports of daily activities
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| **Key Duties – Diving** |  |
| Undertaking regular dives on structure and the surrounding areas for the purposes of: | * Regular maintenance including the cleaning of the underwater windows
* Collection of marine organisms as and when required
* Routine maintenance of the organisms and underwater observatory gardens as required.
* Any other reasonable diving requests made by employer
* Maintain diving equipment
* Inspect, clean and wash dive equipment
* Ensure the team are adequately trained and certificates and equipment are maintained.
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| **Key Duties – Training and Certificates** |  |
| LPG Handling | * Follow industry guidelines in the handling of LPG (moving, connecting etc)
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| Scuba Tank - Air Filling | * Follow industry guidelines in filling of scuba tanks. This includes monthly servicing of the dive compressor.
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| Rescue Craft | * Be fully competent in the use of the Discovery Centre Rescue Craft in accordance with company SOPs.
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| All in house training, drills, and reviews | * Responsible for learning and participating in all safety drills, in house training and reviews of processes and standards of the Discovery Centre
* Provide or organise training and induction to other divers as required
* Assisting with compliance on Worksafe standards and other relevant industry benchmarks
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| Health & Safety  | * Under the Health and Safety at Work Act (HSWA) 2015, all staff must take responsibility for health and safety, and ensure wherever practicable and reasonable that they, or others, are not harmed by something they do, fail to do, or do incorrectly.
* Promptly report any accident, incident or near miss that occurs in the workplace using the appropriate procedure.
* Maintain a safe working environment by monitoring safety procedures and equipment.
* Understand how to use equipment effectively in accordance with manufacturers’ instructions.
* Be knowledgeable of procedures in the event of emergencies such as fire, earthquake, in line with company policy and legislation
* Adhere to all operating procedures including identifying and acting upon any new hazards or risks.
* Suggest improvements and participate in Health & Safety matters
* Attend and participate in Health & Safety meetings
* Assist passengers in case of emergency, and be observant of guests to ensure general safety
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| Be physically fit and capable - for example: | * Lifting and carrying within normal duties
* Be moving or standing all shift (minus breaks)
* Able to assist in all scheduled maintenance
* Be medically fit to dive, with a current medical certificate
* Divers need to have excellent fitness and health and a good level of stamina because diving can be physically demanding. They also need to be free of inner-ear problems.
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| Managing daily monitoring tasks, administration, and Reporting | * Complete relevant dive logs and reports
* Accurately complete all visitor logs tracking visitor numbers.
* Complete science reports and ensure all paperwork is filled out correctly
* Provide management reports in a timely and professional manner
* Participate in regular Milford management meetings
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Be prepared to carry out any other tasks that the Employer may reasonably ask you to complete.

**Position Profile**

The position is best suited to a person with a desire to live and work in Milford Sound, accepting the remoteness of the business location, and the climatic and environmental factors that occur in Fiordland.

**Personal requirements**

* Strong leadership capability, with the ability to motivate a team
* Commercial focus, with a desire to maximise revenue through providing an outstanding experience for guests
* Confident and adaptable
* Alert and safety conscious
* Methodical and careful
* Strong communicator
* Able to remain calm in emergencies and work well under pressure
* Able to effectively manage emergency situations, including rescuing divers in distress

**Key relationships:**

**Internal**

* Cruise Operations Manager – foster and maintain a good working relationship, liaising frequently regarding all cross over operations between the DC and Cruise division
* Head Skipper / Skippers – Foster and maintain a good working relationship, liaising frequently regarding cruise scheduling and transportation to and from the DC
* Office Staff – liaise regularly, maintain a good working relationship.
* Boat Crew – liaise regularly, maintain a good working relationship.
* HR Manager – liaise on staff issues, seek advice where required

**External**

* Passengers – provide a memorable educational experience whilst conducting yourself in a friendly and professional manner.
* Other companies – when appropriate, liaise in a manner that reflects well on Southern Discoveries Ltd.
* Key contractors who provide services to maintain and repair the Discovery Centre building and its equipment
* Worksafe – foster and maintain a good working relationship

**Qualifications and Experience**

**Essential**

* Good communication skills and confident public speaker
* Ability to lead a team and also act as a good team member
* PADI Rescue Diver (or industry accepted equivalent) minimum qualification for divers
* Worksafe Certificate of Competence renewed every five years.
* Oxygen administration qualification, renewed every 12 months
* Ability and or experience inspecting structures, recognising and recording changes, and completing thorough cleaning and minor repair work whilst diving
* Kayaking qualification/experience (either by a recognized body or some relevant experience that shows a foundation of knowledge of kayaking)
* Previous experience in a maritime environment.
* A thorough knowledge of Fiordland National Park, and surrounding areas.
* Current First Aid Certificate.

**Desirable**

* Previous experience in a remote location

**I have read and understood this position description (please initial each page as acknowledgement)**

**Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**