



Job Title Duty Manager

Date May 2026

Reports To Guest Services Manager

Position Description

To manage the daily operational flow across all departments ensuring guest experiences are seamless, consistent and memorable. Acting as the on-shift manager you will be instrumental in maintaining the highest standards of guest service, effectively managing resources and delivering warm, genuine and personalized service contributing to the unique hospitality offering that defines our luxury lodge.

Main Tasks

Core objectives include:

- To take responsibility for coordinating daily tasks to meet both guest needs and Lodge standards, working cohesively with Head of Departments and the wider Lodge team
- To oversee the smooth operation of all guest-facing areas (restaurant, bar, lounge and reception)
- To anticipate guest needs proactively, successfully handling complaints calmly, professionally and efficiently
- To act as Duty Manager under NZ licensing requirements to ensure compliance with Sale & Supply of Alcohol Act 2012

Duties & Responsibilities

- Lead shifts, daily team briefings, shift handovers and assign tasks to team with professionalism, confidence and efficiency
- Support team members during service and assist across operational areas as needed
- Monitor service flow, adjusting priorities and staffing to manage guest needs and maximise productivity
- Ensure systems, policies and procedures are followed consistently
- Provide coaching, training and constructive feedback to guest-facing staff, demonstrating proper techniques and standards
- Monitor staff performance; escalate staff / performance concerns to management, as required
- Maintain cleanliness, organisation and presentation standards across the property
- Promote lodge offerings, local experiences and regional knowledge confidently, identifying opportunities for growth
- Maintain accurate records
- Monitor stock levels and promptly communicating shortages
- Ensure daily cash & site security procedures are followed
- Lead emergency response on shift (acting Fire Warden), ensuring the safety of guests and staff

	• Following Health & Safety guidelines & policies • Ensure all equipment and work environments are well maintained, safe & operational • Report any lost property, incidents, hazards or maintenance in a timely & accurate manner • Uphold morale of the team and foster a positive, respectful and collaborative team culture • Be knowledgeable about the Lodge, Kaikoura and its surrounding districts - sharing, as appropriate, with guests • Actively participate as a collaborative member of the Lodge team, contributing ideas, attending team meetings and providing constructive feedback • Have good understanding of other departments and their requirements • Always comply with the dress standards of the Lodge • Fulfil other duties as required by management or other department personnel, as required
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This job description serves to illustrate the scope and responsibilities of the role and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

Experience	Supervisory/management experience (minimum 1 year) Hospitality experience (ideally in a luxury environment, minimum 3 years) Qualification in Hospitality/Tourism management (ideally)
Required Skills	Excellent communication skills; the ability to communicate clearly and concisely, varying communication style depending on the audience Excellent time management/organisation; can accomplish objectives in an efficient and timely manner, with the ability to work competently under pressure Teamwork; willingness to assist and support others and maintain a positive relationship with all other Lodge staff Leadership skills; ability to delegate and give instructions as well as give and receive feedback Problem Solving & Decision Making; ability to apply sound judgement to make timely decisions, demonstrating accountability, integrity and reliability
Personal Attributes	Positive attitude (essential) Accountability (essential) Professional presentation & approach (essential) Attention to Detail (essential) Adaptable with a positive approach to change (essential)
Other	Committed to the team, the Lodge and its story providing exceptional service Flexible to work a range of shifts, including weekends & public holidays LCQ / Managers Certificate Clean Driving License



Confident computer skills (Microsoft Office /PMS Software)

Acknowledgement

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

Signed by Employee

Date

Signed by Management

Date