



Position Description: Operations Manager, Timber Trail Adventures Ltd, Pureora Forest Park

Overview:

Since opening in April 2016 Timber Trail Adventure Ltd's objective has been to establish and operate a successful accommodation facility that is widely admired for delivering excellent customer experiences. It has become the predominant accommodation provider for Timber Trail users, and has achieved its operational and financial targets to date. It is becoming recognized as a benchmark for cycle trail accommodation in New Zealand, and is [a leader in Sustainable Tourism](#).

More recently in October 2019 it has opened a transport and bike hire business, Timber Trail Transport Ltd, to service the lodge operation, and compete for other Timber Trail business.

The two businesses' values include:

- Continually meeting and exceeding, customers' expectations
- Building business through energy, creativity and persistence
- Providing financial, social, environmental, health and educational benefits to the local community, and to New Zealand
- Enhancing and protecting the environment of the Timber Trail and Pureora Forest Park.

The decision has now been made to employ a part time Operations Manager to oversee the operation of both businesses.

This role will be to work collaboratively with the managers of each separate business, and the Bookings and Administration Officer, to maximise the effectiveness of each business unit, and assist the managers to improve the operational efficiency of each business. Working with the Board of Directors, the position will contribute to the development and implementation of organisational strategies, policies and practices.

The Operations Manager will be the glue that bonds each of the business units.

The Operations Manager will report to the Board of Timber Trail Adventures Ltd, and through it to the Board of Timber Trail Transport Ltd.

Responsibilities:

To guide and work collaboratively with the managers of each business to:

- Develop their management processes
- Manage and refine the operational systems, processes and policies in support of the organisation's objectives – specifically facilitating management reporting, information flow and management, business process and organisational planning

- Manage and increase the effectiveness and efficiency of the business units through improvements to the service and operational functions of each, as well as coordination and communication between them
- Play a significant role in long-term planning, including an initiative geared toward operational excellence
- Assist with ad hoc issues and tasks as they arise
- Participate in internal financial budgeting management, planning, systems and controls in conjunction with Board of Directors or their nominee
- Liaise with accounts payable and receivable administrator as required
- Liaise with the Bookings Officer, assisting with enquiries and scheduling as required
- Participate in public relations, promotion and marketing function, including social media posting
- Manage relationships with suppliers
- Participate in regular meetings with Board of Directors or their nominee

Responsibilities by Function

Financial Management

- Participate in annual budgeting and planning process for the organisation's annual Board of Directors or their nominee.
- Participate in monthly and quarterly assessments, forecasts and reporting of organisation's financial performance against budget, financial and operational goals.

Organisational Effectiveness

- Lead and collaborate with managers to manage organisational functions of each business unit
- Drive initiatives in the management team and organizationally that contribute to long-term operational excellence.

Organisational Leadership

- Contribute to short and long-term organisational planning and strategy in conjunction with Board of Directors or their nominee
- Lead and collaborate with managers to manage day-to-day operation of the businesses
- Lead and collaborate with managers to manage environmental integrity and community engagement of the businesses.

Risk Management

Work with business unit managers:

- To monitor and maintain Health and Safety policies and practices
- Instigate and manage risk management strategy in conjunction with the Board of Directors or their nominee.

Qualifications

- Strong background and work experience in management, preferably tourism
- Good computer skills and proficiency in excel, word, gmail, google docs, website management and online booking systems
- Good understanding of marketing practices
- Excellent communication skills both verbal and written
- Diverse practical skills applicable to an off-grid accommodation facility, and a transport and bike hire business.

- Affinity with the outdoors, commitment to conservation and environmental integrity, and a wide-ranging knowledge of New Zealand history, culture and environment.
- Good financial management ability including budgeting, performance monitoring and analysis
- Demonstrated leadership and vision in managing staff and project development
- Excellent interpersonal skills and a collaborative management style
- A demonstrated commitment to high professional ethical standards and a diverse workplace
- Excellent people manager, open to direction and collaborative work style and commitment to get the job done
- Ability to challenge and debate issues of importance to the organisation
- Ability to look at situations from several points of view
- Persuasive with details and facts
- Ability to delegate responsibilities effectively
- High comfort level working in a diverse, pressured environment.

Terms:

This is a part time, salaried role where the employee will be expected to work an average 25 hours per week. As the businesses grow the role may be extended to full time.

It will require being available for 1-3 days per week at different sites; Timber Trail Lodge at Piropiro, Timber Trail Transport at Ongarue and in Te Kuiti. Some parts of the role can be carried out remotely. It is envisaged the employee will live in the central North Island within a couple of hours drive of Timber Trail Lodge.

Other Requirements:

Full drivers license

Own vehicle (vehicle expenses will be reimbursed)

Applications close Monday 9 December 2019. It is intended that an appointment will be made, and the role will commence as soon as possible after that.

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