

**PURPOSE OF POSITION:**

Responsible for daily management of the Walter Peak Tourism Farm to include planning, monitoring, maintenance and general duties. To ensure the safe and effective performance and public appearance of infrastructure, buildings and land (144ha block).

**DIVISION:**

Queenstown Operations

**LOCATION:**

Queenstown

**REPORTS TO:**

Queenstown Operations Manager

**DIRECT REPORTS:**

None

**REAL JOURNEYS VALUES:**

There is an expectation at Real Journeys that you will contribute towards delivery of our values:

**Keep It Real – Make It Remarkable – Share Your Backyard – Play As One Team – Do It Better – Safe As**

**CORE COMPETENCIES:****CREATING REMARKABLE CUSTOMER EXPERIENCES:**

- Be a gracious host by welcoming and acknowledging all customers;
- Proactively engage with customers. Establish their needs through listening and questions and respond with clear and accurate information;
- Ensure all communication and interactions are conducted in a personable and professional manner;
- Conclude the customers' experience by thanking them with a genuine farewell;

**DEMONSTRATING LEADERSHIP:**

- Be able to demonstrate initiative, and make decisions using sound judgement;
- Lead by example and go the extra mile to make it Remarkable;
- Keep our promises. For the team to work well we do what we say we do;

**A COMMITMENT TO SAFETY**

- Safety is the first consideration in everything we do. It is everyone's responsibility - we comply with current industry standard and best practice. We learn from corrective actions and will not tolerate negligence;
- Safety is openness – you will be encouraged to attend health and safety meetings and where possible provide solutions and feedback. Information is shared, investigation conclusions are open and we report every incident with the intention of taking immediate remedial action;
- Safety is about identifying and reporting all hazards and taking a proactive part in reviewing all hazards and risks associated with them;

## **ROLE SPECIFIC REQUIREMENTS:**

### **OPERATIONS MANAGEMENT**

- Ensure a safe working environment as site safety manager;
- Organising and conducting farming operations such as maintaining buildings, water supply systems and equipment;
- Managing business capital, monitoring market activity and planning production to meet contract requirements and market demand;
- Oversee waste minimisation project at Walter Peak and drive sustainable practises;
- Organise regular meetings with other land users/pcbus i.e Around The Mountain and Walter Peak Horse treks;
- Manage the external relationship with DOC in relation to Beach Point camp ground;
- Manage the staff village requirements at Walter Peak;
- Assist the ZQN Operations Manager with the annual budget;
- Produce a monthly report for the ZQN Operations Manager;

### **FARM OPERATIONS**

- Planning and coordinating the operation of pasture management, irrigation and production;
- Livestock management including feeding, breeding and raising livestock;
- Monitoring and maintaining the health of stock;
- Identifying and controlling environmental toxins, weeds, pests and diseases;
- Responsible for daily duties relating to dog management;
- Manage other inwards and outwards goods e.g firewood, animal feed waste and recycled products;

### **INFRASTRUCTURE & MAINTENANCE**

- Coordinate with the wider Real Journeys team and contractors to provide a prompt, efficient and seamless maintenance service.
  - Minor (and suitable works and defects) works on-site;
  - Manage defects requests and carry out suitable defects/tasks;
  - Manage Contractors on site (unless alternative arrangements in place);
- Coordinate with the wider Real Journeys team and contractors to provide a prompt, efficient and seamless maintenance service.
  - Initial response to breakdowns Liaison point for Engineering;
  - Identifies reactive maintenance tasks to be undertaken;
- Coordinate planned maintenance with Engineering.
  - Lead emergency response;
  - Custodian of support buildings;
  - Carries out daily and weekly checks and maintenance on plant (generators, pumps, water filters etc);
  - Ensure all daily and weekly procedures are being carried out by the correct staff;
  - Manages fuel and gas reserves;

### **SITE PRESENTATION**

- Ensure excellent site presentation to include fencing, gardening and landscaping, spraying and mowing and tree pruning;
- Coordinate basic road & walkway maintenance, shelter development and maintenance;
- Public areas are free from controlled risks and hazards;