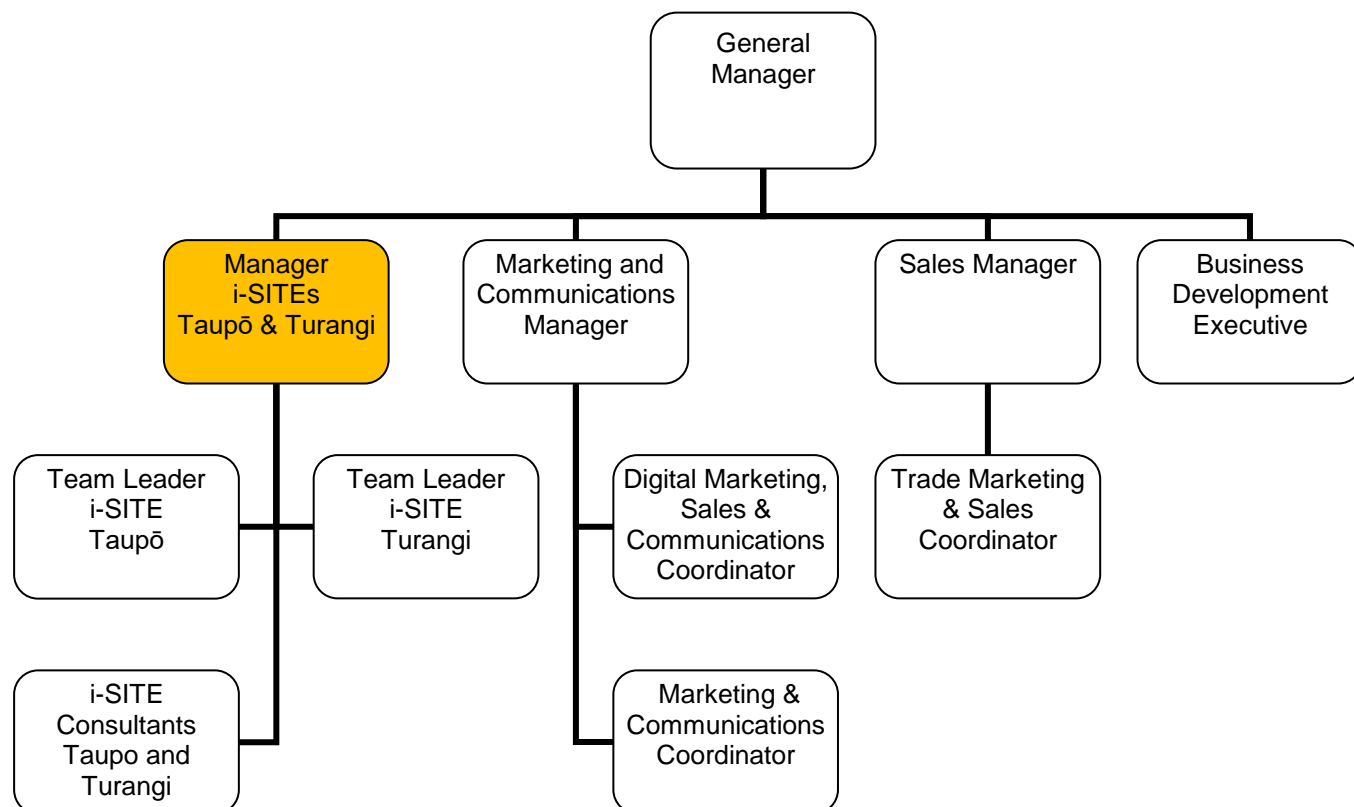


**Destination Great Lake Taupō  
JOB DESCRIPTION**

Job Title:	<b>Manager – i-SITEs</b>
Responsible To:	General Manager DGLT
Responsible For:	Visitor Information Consultants (10), Casual on Call Visitor Information Consultants, Fixed Term Visitor Information Consultants
Location:	Taupō i-SITE, 30 Tongariro Street, Taupō, and Turangi i-SITE, Ngawaka Place, Turangi
Job Purpose:	<b>This job exists to:</b> <ul style="list-style-type: none"> <li>• Efficiently manage the staff and operation of the Taupō and Turangi i-SITEs</li> <li>• Provide i-SITE services within the VIN Inc. accreditation process, guidelines and policies</li> <li>• Ensure an objective information and booking service</li> <li>• Generate income to a target level</li> </ul>
Date Last Updated:	June 2019

**Organisation Context:**



## Functional Relationships:

### **External**

- i-SITE NZ (VIN Inc.)
- i-SITE Network / other i-SITEs
- Local & National Tourism Activity  
Accommodation and Transport operators
- Local tourism organisations
- Ratepayers and residents
- Visitors to the Lake Taupō region

### **Internal**

- Destination Great Lake Taupō Staff
- DGLT board
- Taupō District Council Staff - Finance Division,  
IT, HR and Administration
- Team Members
- Elected members

## Key Result Areas:

The position of **Manager – i-SITES** encompasses the following major functions or Key Result Areas:

- ☐ Team Management and Development
- ☐ Operational and Service Delivery
- ☐ Financial and Administration Management
- ☐ Relationship Development
- ☐ Corporate Contribution
- ☐ Health & Safety

## Key Result Areas:

Jobholder is accountable for	<i>Jobholder is successful when</i>
<b>KRA 1 Team Management and Development</b> <ul style="list-style-type: none"> <li>o Providing supportive leadership and guidance to reporting staff</li> <li>o Effectively communicating i-SITE policies and procedures ensuring staff adhere to them</li> <li>o Developing staff knowledge and skills to maintain a team of professional consultants by providing on the job training and formal training opportunities</li> <li>o Supervising staff to ensure they provide customers with accurate, objective information and high quality service at all times</li> <li>o Ensuring adequate staffing levels for all seasons and roster staff within financial guidelines</li> <li>o Actively managing the performance of staff through Taupo District Council's Performance Management process and working with staff to develop, monitor and review work performance</li> <li>o Allocating work effectively, ensuring attendance records kept and approving leave as requested</li> <li>o Developing personal skills required for effective management</li> </ul>	<ul style="list-style-type: none"> <li>o All staff are sufficiently experienced, trained and professional in providing customers with high quality service</li> <li>o All staff contribute individually and collectively to the i-SITEs' success</li> <li>o Centre policies and procedures are observed by all staff</li> <li>o All positions are filled by suitably qualified and competent staff</li> <li>o Staff rostering is adequate to meet requirements and individual staff rosters are managed fairly</li> <li>o Staff are given sufficient opportunities to attend familiarisation training and other formal training</li> <li>o The team are fairly rewarded for their skill, are professional in their approach and can contribute individually and collectively to the organisation's success</li> <li>o Management of the I-SITEs is conducted in a professional manner</li> <li>o A VIN Inc. Management training course is completed as well as relevant familiarisation and formal training (including National certificates and VIN papers)</li> </ul>

Jobholder is accountable for	<i>Jobholder is successful when</i>
<p><b>KRA 2 Operational and Service Delivery</b></p> <ul style="list-style-type: none"> <li>o Ensuring the i-SITEs have the necessary supplies and resources for efficient operation to enable relevant and current information to be provided on local and national tourism products and services</li> <li>o Ordering and maintaining retail stock levels and presentation of merchandise within the i-SITEs</li> <li>o Ensuring all staff are aware of all legal requirements relating to the services provided by the i-SITEs</li> <li>o Maintaining i-SITE NZ standards and conducting business within the framework of i-SITE NZ accreditation processes.</li> <li>o Working with Centre staff to answer all enquiries for information through the appropriate medium, be it in person, by telephone, by letter and or e-mail</li> <li>o Making transport activity, attraction and accommodation bookings on behalf of customers and ticketing as required</li> <li>o Using appropriate resources, eg brochures, Internet and product manuals to research and provide information as requested</li> <li>o Ensuring keyboard and computer skills and proficiency with computer applications (including the ability to move between software applications to locate and provide information) are up to date and efficient</li> <li>o Handling any complaints and/or difficult customers, taking appropriate action</li> <li>o Arranging cleaning of i-SITEs and maintenance of buildings</li> </ul>	<ul style="list-style-type: none"> <li>o All supplies and resources are available as required</li> <li>o All booking conditions and requirements are explained to customers in accordance with appropriate legal requirements</li> <li>o Responsibilities are carried out to a high standard in accordance with i-SITE NZ guidelines and objectives ensuring accreditation maintained</li> <li>o All enquiries are answered promptly with objective and up to date information and all bookings are made accurately and efficiently in a friendly manner</li> <li>o Customers are satisfied and provide positive feedback</li> <li>o Computer applications are used to their full advantage providing up to date and accurate information</li> <li>o Any complaints are responded to promptly and investigated thoroughly</li> </ul>

Jobholder is accountable for	<i>Jobholder is successful when</i>
<p><b>KRA 3 Financial and Administration Management</b></p> <ul style="list-style-type: none"> <li>o Preparing goals and objectives for the i-SITES including the DGLT Business Plan, Opex and assisting with Capex.</li> <li>o Planning and monitoring the annual budget – specific objectives and performance and taking corrective action as required</li> <li>o Collecting relevant statistics in the i-SITES including number of visitors, visitor demographics and bookings and preparing reports as necessary</li> <li>o Reporting on the performance of the Centre to Destination Great Lake Taupō Manager and Board and i-SITE NZ as required</li> <li>o Responsible for: <ul style="list-style-type: none"> <li>- Daily reconciliation of sales and inputting into NCS system</li> <li>- Daily banking and dispatch by Senjo Securities Ltd</li> <li>- Cash float and petty cash</li> <li>- Daily reconciliation of travel ticket sales</li> <li>- Monthly debtor invoicing</li> <li>- Monthly authorisation and processing of creditor payments</li> <li>- Annual (or as requested by the Finance Division) stocktake of retail merchandise</li> <li>- Annual accruals and reports for end of financial year</li> <li>- Maintain IBIS and product files for: <ul style="list-style-type: none"> <li>- All local, regional and national (as required) activity, transport and accommodation operators</li> <li>- Retail product</li> </ul> </li> </ul> </li> <li>o Maintain databases for: <ul style="list-style-type: none"> <li>- All local tourism and accommodation operators</li> <li>- All advertisers within the centre including brochure and poster display</li> <li>- Retail product</li> </ul> </li> <li>o Carry out any further duties as may be required from time to time in the daily operation of the centre</li> <li>o Correctly use and maintain office equipment</li> <li>o Maintain a filing system for all information, product manuals and correspondence</li> <li>o Maintain an operational manual detailing all office procedures</li> <li>o Reporting on and recommending changes to policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>o Revenue meets or exceeds annual budget</li> <li>o Visitor numbers, sales and net profits are increased</li> <li>o Financial management of Annual Budget items, daily cash reconciliation, monthly general ledger reconciliation is accurate and efficiently carried out</li> <li>o Reports are compiled in an accurate and timely manner to provide information on performance, strategies and future planning</li> <li>o Statistics are available as required for reporting</li> <li>o Money is handled accurately and takings balance each day</li> <li>o All tasks are completed efficiently, on time and to required standards</li> <li>o Information files locally, regionally and nationally are current at all times</li> <li>o Equipment is being used efficiently, effectively and is maintained appropriately</li> <li>o All information can be located promptly when required</li> </ul>
<i>Manager I-SITES</i>	<i>Page 5</i>

Jobholder is accountable for	<i>Jobholder is successful when</i>
<p><b>KRA 4 Relationship management</b></p> <ul style="list-style-type: none"> <li>o Liaising regularly with local tourism and accommodation operators, local tourism agencies and other i-SITE NZ Centres</li> <li>o Meeting regularly with Destination Great Lake Taupō Manager and staff</li> <li>o Advising Destination Great Lake Taupō of events, changes to accommodation and tourism operations</li> <li>o Attending all relevant meetings</li> <li>o Attending relevant familiarisations</li> <li>o Developing initiatives to grow the profile and the business of the centre</li> </ul>	<ul style="list-style-type: none"> <li>o All staff have a good working knowledge of the products and services that the i-SITEs promote</li> <li>o Good relationships are developed between manager and staff, local tourism and accommodation operators, local tourism agencies and other i-SITEs</li> <li>o The i-SITEs are recognised by locals and visitors as the official information sources for the region</li> </ul>
<p><b>KRA 5 Corporate Contribution</b></p> <ul style="list-style-type: none"> <li>o Being a team player relative to support for, adherence to, and compliance with Destination Great Lake Taupō governance and corporate plans, policies and strategies, policy and procedure manuals, strategic and business plans</li> <li>o Showing support for organisation development initiatives e.g. customer focus improvement, culture change</li> <li>o Participating in Performance Development process</li> <li>o Fulfilling required H&amp;S tasks/responsibilities</li> <li>o Fulfilling required emergency management contribution</li> <li>o Participating in and contributing to corporate projects and inter-departmental initiatives as agreed</li> <li>o Ensuring proper care of company plant and equipment</li> <li>o Fulfilling administration-reporting requirements (eg. timesheets, vouchers, reporting)</li> <li>o Corporate records are captured into DGLTs official management systems</li> </ul>	<ul style="list-style-type: none"> <li>o Corporate responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes</li> <li>o Contribution to projects and corporate initiatives is effective and valued</li> <li>o Administration requirements are completed in a timely and accurate manner</li> <li>o DGLTs official document / information management systems are adopted and used</li> </ul>

<p><b>KRA 6 Health &amp; Safety</b></p> <ul style="list-style-type: none"> <li>o Every employee shall take all practicable steps to ensure           <ul style="list-style-type: none"> <li>(a) the employee's safety while at work</li> <li>(b) that no action or inaction of the employee while at work causes harm to any other person.</li> </ul> </li> <li>o Undertaking Health &amp; Safety projects assigned.</li> <li>o Using PeopleSafe as the tool for management of H&amp;S.</li> </ul>	<ul style="list-style-type: none"> <li>o DGLT Health and Safety policy is adhered to.</li> <li>o DGLT Safety Plans are followed/implemented</li> <li>o Records information, stories etc using the DGLT PeopleSafe software.</li> <li>o Participates in the prompt identification, reporting, management of established controls of risks and hazards</li> <li>o Undertakes any specific job training as required</li> <li>o Participates in the Rehabilitation and Return to Work process</li> <li>o Works safely in a manner which will not cause harm to themselves or others</li> <li>o Follow safe work related requirements e.g. Legislation, Regulations, Standards, ACOPs, Best Practise Guidelines, established work procedures (SOPs), work rules, policies and instructions etc.</li> <li>o Is proactive and participates in any safe work related activities/projects/objectives.</li> </ul>
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**Note:**

*The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance development system.*

Person Specification:

Qualifications

***Essential:***

- Diploma in Business Studies/Business Management or related field

***Desirable:***

- Diploma in Tourism Management or similar Management qualifications

## Knowledge / Experience

### **Essential:**

- Excellent customer service skills
- Supervision of staff and developing a co-operative team environment
- Management and operation of a service providing business with an understanding of the tourism and travel industry
- Commercial and Financial acumen
- Experience in handling money, financial management of a budget and basic accounting principles
- Proficiency in corporate computer systems, particularly in the area of e-mail, internet and Microsoft Office applications
- Very sound general local knowledge

### **Desirable:**

- Foreign Language(s)

## Key Skills/Attributes/ Job Specific Competencies

*The following levels would typically be expected for the 100% fully effective level:*

Expert	<ul style="list-style-type: none"> <li>- Management and leadership skills to successfully create a supportive and positive environment</li> <li>- Excellent planning and organizational skills</li> <li>- High level of self motivation and initiative</li> <li>- Knowledge of legislation relating to all areas of business</li> </ul>
Advanced	<ul style="list-style-type: none"> <li>- Strong selling skills</li> <li>- Excellent verbal and interpersonal communication skills</li> <li>- and leadership skills to successfully create a supportive and positive environment</li> <li>- Ability to work under pressure and prioritise workload</li> <li>- Excellent planning and organizational skills</li> <li>- Strong customer service focus and passion about the tourism industry</li> <li>- Knowledge of annual budget preparation, account reconciliation and debtor/creditor processing principles</li> </ul>
Working Knowledge	<ul style="list-style-type: none"> <li>- Ability to demonstrate adaptability to new technologies, systems and facilities that enhance customer service</li> <li>- Ability to provide professional service at all times and handle potentially difficult customers in a way that maintains the organisations professional image</li> <li>- Ability to build rapport quickly and easily with customers from a wide range of backgrounds, ages and cultures</li> <li>- Keyboard skills and familiarity with using a range of computer applications, including the ability to move between software applications to locate and provide information</li> <li>- Sound general local knowledge</li> <li>- Good knowledge of local, regional and national tourism product</li> <li>- Good knowledge of reservation and ticketing procedures</li> </ul>
Awareness	<ul style="list-style-type: none"> <li>- Council systems and procedures</li> <li>- VIN Inc standards, guidelines and objectives</li> <li>- Health and safety procedures</li> <li>- Community</li> <li>- Cultural</li> </ul>

## Key Behaviours for all staff as part of Performance Development

- Communication



- *We communicate openly and clearly*
- Integrity
  - *We are consistent, trustworthy and honest in our dealings with self and others*
- Respect
  - *We value others for their contribution*
- Teamwork
  - *We work together, supporting each other, to stay focused and on track*
- Customer Focus
  - *We empathise with and respond to the needs of all customers*
- Leadership
  - *We all have clear directions and are empowered*
- Innovation
  - *We initiate positive change and develop more effective ways of working*

#### Other Requirements

e.g. a current driver's licence

#### Hazards Associated with the Position

Destination Great Lake Taupō is committed to ensuring that health and safety will not be compromised by either the work environment or work process and procedures by:

- Providing a safe and healthy work environment;
- Reducing the risk to employees arising from identified hazards.

Destination Great Lake Taupō will take all reasonable steps to ensure that an individual is not appointed to a position that will endanger their health, by ensuring that significant hazards associated with the position are identified.

**Before you are offered the position you may be required to complete a health questionnaire which will formulate a baseline health status to ensure that potential risks to employees are identified.**

Activity	Hazard
This position requires extensive key board work	VDU Work station
A lot of Public/Staff contact	Verbal/physical abuse
Driving of Various Council / DGLT Vehicles	Hazards associated with Driving
Fluctuations of work load	Stress

#### Delegated Authority

Delegated Authority:     \$10,000

Change to job description:

*From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment– including technological requirements or statutory changes. Such change may be initiated as necessary by the manager of this position. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle. (A review in job size and possible impact on remuneration structure of the position will only be considered where change to the position is significant (guideline: significant would typically involve a 25% change in the complexity / accountability of the role.)*

..... Date:  
Approved: (Manager/Supervisor)

.....Date:  
Employee: