

JOB DESCRIPTION

Position	Hotel Night Duty Manager
Based at	Hotel Give, 12 Hereford Street, Christchurch Central Papa Hou, 4 Rolleston Avenue, Christchurch Central
Reports to	Hotel Reception Manager
Works with - internal	Reception team Night cleaner Housekeeping Team Administration Department staff Senior Managers Maintenance Manager
Works with - external	Guests, members, programme participants and facility users Contractors and suppliers Accommodation agencies/brokers and tour operators
Terms of Employment	Hotel Give is a 365/24/7 business. This is a permanent full-time role, shifts are from 9pm to 7am Sunday to Tuesday, and Friday 3pm to 9pm, including public holidays. Wage range \$27-30 per hour.
Mission	Making a positive difference every day
Job Purpose	To maintain security, assist with guest inquiries and clean allocated areas to ensure a high level of service to external and internal customers in a manner which reflects The Kind Foundation and Hotel Give's core values.

Overview of Hotel Give

Hotel Give is a 3.5 star socially sustainable hotel, offering a range of high-quality rooms and facilities to cater to travellers, groups and corporate guests. Hotel Give is a social enterprise for The Kind Foundation which means that all proceeds support community programmes and initiatives. The hotel features private rooms, shared accommodation, conference facilities, and event spaces, ensuring a comfortable and welcoming experience for all guests.

Key Outcomes

Providing exceptional customer service

Hotel Give customers are not just external customers using the facilities but also internal customers (other Kind Foundation employees).

Build and maintain positive relationships with all

Key to the ongoing success of The Kind Foundation is the hotel reception team, who are main point of contact for guests and diners. You will be required to build and maintain positive ongoing and new relationships.

Communicate effectively

You will be comfortable using a wide range of communication styles and will choose appropriate effective ways to communicate with different people in different situations.

Outstanding job knowledge and performance

As manager you take pride in your work and strive for excellence to achieve the best possible results. You understand and follow all departmental and company policies and procedures and show a willingness to continuously learn and grow.

Personal management

You understand yourself and are conscious of the implications of your interactions with others. You lead by example and act with honesty, integrity and care at all times.

Social responsibility

You understand and believe in The Kind Foundation core values and mission. You take responsibility for your (and your teams) actions and the impact they can have on Hotel Give, The Kind Foundation and the wider community.

Key Competencies

- Experience in a similar role in the accommodation or tourism industry
- Ability to communicate with a diverse range of people
- Proven ability to deliver 10/10 customer experience at all times
- Understanding of Health and Safety legislation and requirements
- Experience with groups and or events and conferences
- Administration experience
- Proficiency in Word, Excel and database software (or similar)
- Ability to work within the principles of the Treaty of Waitangi and The Kind Foundation core values

Key Responsibilities

Guest Experience & Front Office

- Manage all front office functions during the night shift including check-ins, check-outs, reservations, and guest enquiries (in person, phone, and email).
- Ensure exceptional customer service and a professional, welcoming atmosphere at all times.
- Handle guest complaints or incidents promptly and professionally, making operational decisions as required.
- Complete night audit procedures, including daily reconciliations and financial reporting.
- Prepare the front office for the following day's operations (e.g. reports, wake-up calls, guest correspondence).

Operational Leadership (Sole Charge)

- Take full responsibility for the hotel overnight, including guest services, safety, security, and F&B operations.
- Act as Duty Manager for **F&B outlets** and **events** during the night, ensuring service standards, compliance, and cash handling procedures are upheld.
- Liaise with F&B staff and Events Managers to ensure a smooth handover and continuity of service.
- Supervise any on-site contractors, night cleaners, or other support staff as required.
- Train and support new staff assigned to night shifts, ensuring consistency in service delivery and adherence to hotel policies.

Safety, Security & Compliance

- Conduct regular security patrols of all hotel areas including public spaces, back-of-house, car parks, and entrances.
- Monitor CCTV and access control systems, responding promptly to any suspicious activity or emergencies.
- Act as the key contact for emergency situations such as fire alarms, medical incidents, or building issues, and liaise with emergency services when required.
- Maintain compliance with health & safety, fire, and liquor licensing regulations.
- Record and report incidents accurately

Financial & Administrative Duties

- Perform nightly reconciliations of all cash, EFTPOS, and charge transactions.
- Generate and distribute daily management and financial reports as part of the day end close reports.
- Ensure all F&B and event charges are accurately posted and balanced.
- Maintain confidentiality and accuracy of financial and guest information.

Communication & Handover

- Provide detailed handovers to morning management and communicate any incidents, guest feedback, or maintenance issues.
- Support continuous improvement through suggestions on process and service enhancements.

Personal Attributes

- Collaborative team player
- Positive, enthusiastic attitude
- Professional and well-presented manner
- Strong communicator
- Warm, welcoming and friendly
- Ability to solve problems quickly and on their feet
- Courteous but firm when dealing with difficult customers
- Empathy and understanding of The Kind Foundation and its community focus

Other

- Must have the right to work in New Zealand
- Full clean driver's licence
- Clean police record
- Current First Aid certificate (or willingness to obtain one)
- A minimum of three years' experience in the same or similar role
- Duty Manager Certificate

Job Pathways

Sideways Duty Manager in other departments

Outwards Assistant Manager roles

Upwards Hotel Reception Manager

The Kind Foundation Statement on Child Protection

The Kind Foundation is committed to providing a Child Safe environment for all children who come into contact with us.

The Kind Foundation Statement on Career Development

The Kind Foundation tries wherever possible to allow staff to develop their skills in a planned way which allows them to progress to other roles if they aspire to. This could be within the department they work or more broadly to other Kind Foundation departments.

Performance reviews which include planning personal development occur at least once a year but should be an ongoing conversation between staff and their direct report.

Employee Signed: _____ Date: _____

Employee to please initial each page