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**JOB DESCRIPTION**

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##### POSITION TITLE: Discovery Centre 2IC

##### BUSINESS UNIT: Milford Discovery Centre

**LOCATION: Milford Sound**

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**Position Objectives**

To support the Discovery Centre Manager in a 2IC capacity to ensure a high and safe standard of service to all visitors to the Milford Discovery Centre & Kayaking Operation at all times in the 365 day operation. This will include coordination and delivering guided tours both on and off the water, cleaning, daily data collection, safety and hazard management, direct responsibility for staff, covering duties for the manager as required, and being accountable for day to day tasks involved in running the DC.

**Reporting Responsibility**

This position immediately reports to the Milford Discovery Centre Manager.

**Person Profile**

The position is best suited to a person with experience of working in a senior role in a remote adventure tourism facility With experience in leading water based activities with a broad demographic of visitors.

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| **Key Duties**  | **Outcomes**  |
| **1.1 Health & Safety**  | * Under the Health and Safety at Work Act (HSWA) 2015, all staff must take responsibility for health and safety, and ensure wherever practicable and reasonable that they, or others, are not harmed by something they do, fail to do, or do incorrectly.
* Promptly report any accident, incident or near miss that occurs in the workplace using the appropriate procedure.
* Maintain a safe working environment by monitoring safety procedures and equipment.
* Where required, train Health & Safety matters including effective use of equipment/chemicals in accordance with manufacturers’ instructions.
* Where required, train staff in procedures in the event of emergencies such as fire, earthquake, in line with company policy and legislation
* Be proactive in ensuring all operating procedures are adhered to including identifying and acting upon any new hazards or risks.
* Suggest improvements and encourage staff participation in Health & Safety
* Attend, participate, and if required, lead departmental Health & Safety meetings on a regular basis
* Assist passengers in case of emergency, and be observant of guests to ensure general safety
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| **1.2 Operational responsibilities** | * Organize the staff and build the daily plan
* Double check the manifest and communicate any issues or concerns with the office
* Coordinate in the morning with the Duty Manager or Office Senior about any potential issues at the DC (weather, manifest issues, overbooking, etc.)In office before going to DC: make sure all paperwork is printed out and correct, liaise with other companies for their daily bookings, email appropriate people about any daily issues
* Ensure that guests have an outstanding experience at the DC at all times.
* Respond to customer service issues promptly, professionally, and effectively
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| **1.4 Staff management and leadership** | * **Lead staff in a supportive, solutions focused manner to perform to the best of their abilities**
* Reporting any issues through the daily reporting system
* Be involved in interviewing and hiring
* Be involved in performance management and appraisals
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| **1.5 Management Duties to cover rostered days off, sick and annual leave** | * **Will have the responsibility for the making all decisions in absence of the Manager e.g.**

Closing the DC due to weatherCancelling kayaking due to weatherDealing with staff issues Communicating with other departments |
| **1.6 Ordering**  | * Can use DC order numbers for up to $500 without supervision at pre-approved businesses
* Can use Manager CC for up to $500 for approved uses and at pre-approved businesses
* Responsible for regular ordering of stock (drinks and cleaning supplies) and communicating with stores
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| **1.8 Continuous Improvement** | * Contribute to the overall success of the Discovery Centre by suggesting improvements, seeking feedback from the team, and implementing approved changes
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| **1.9 Reporting.** | * Responsible for the daily log and mandatory handover reports to Manager
* Report to the Ops Manager positives, potential issues arising, and any negatives that need to be handled
* Seek support from, provide advice to, and collaborate in an effective manner with the wider Milford team
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Plus any other tasks that the Employer may reasonably ask you to complete.

You acknowledge that your role may develop to include other tasks in addition to those listed above.

**Qualifications and Experience**

**Essential**

* Good communication skills and confident public speaker
* Ability to work both under direction and without supervision
* Able to lead the other team members
* Proven organizational skills
* Previous experience in a remote location
* Previous experience working with a small, close-knit team
* At least 2 years’ working in a senior outdoor activity position that required staff supervision and make time-critical operational decisions
* Knowledge and experience of kayak guiding and diving safety overviews

#### Desirable

* Previous experience in a maritime environment
* A thorough knowledge of Fiordland National Park, and surrounding areas
* Current First Aid Certificate
* Leadership training
* Nature guiding experience
* Knowledge of the diving industry and oxygen provider training

**Key Relationships**

**Internal**

* Discovery Centre Manager – liaise regularly and perform requested tasks efficiently and to a high standard.
* Office Staff – liaise regularly, maintain a good working relationship.
* Boat staff – liaise regularly, maintain a good working relationship.
* Hosts/Divers/Kayak Guides – lead and instruct as required to ensure tasks completed to a high standard.
* Milford Sound Operations Manager – liaise with and report to in the absence of the DC Manager

**External**

* Guests – ensure that guests have a positive and memorable experience.
* Suppliers - develop and maintain positive, effective, and professional relationships with external suppliers to ensure timely delivery and provision of goods
* Other companies – when appropriate, liaise in a manner that reflects well on Southern Discoveries Ltd.

**I have read and understood this position description (please initial each page as acknowledgement)**

**Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**