

POSITION DETAILS

TITLE	Head Housekeeper
REPORTS TO	Team Leader Holiday Park
LOCATION	Riverside, Whakatāne Holiday Park
DATE	September 2026
DIRECT REPORTS	Nil
FINANCIAL DELEGATION	Nil

PURPOSE OF POSITION

The Head Housekeeper is a senior operational role responsible for leading day-to-day delivery, maintaining high standards, and driving continuous improvement across Riverside, Whakatāne Holiday Park.

The role has clear ownership of operational performance, customer experience, quality standards, and continuous improvement initiatives across the Holiday Park.

The Lead acts as second-in-charge, providing leadership in the absence of the Team Leader, and is accountable for ensuring the team is coordinated, effective, and delivering to expected standards.

KEY ACCOUNTABILITIES

KEY RESULT AREAS	EXPECTED OUTCOMES / PERFORMANCE INDICATORS
VALUES	The best interest of the organisation is represented at all times ensuring Council values are reflected in behaviours and professional delivery of role.
CUSTOMER EXPERIENCE & SERVICE EXCELLENCE	Accountable for the consistent delivery of exceptional customer service outcomes across the park. Lead and uplift service standards through coaching, feedback, and role modelling. Take ownership of complex or escalated customer issues and ensure timely resolution. Oversee reception support functions, ensuring booking accuracy, financial transactions, and communication standards are maintained. Lead initiatives to enhance the guest experience and improve customer satisfaction outcomes.
OPERATIONAL LEADERSHIP & PERFORMANCE	Lead the day-to-day coordination and delivery of park operations, ensuring efficiency and consistency. Monitor and optimise operational performance, workflow, resource allocation, and service delivery to achieve high-quality customer outcomes. Identify, drive, and implement process improvements to enhance quality, efficiency, and customer outcomes. Act as the primary escalation point for operational issues and make informed decisions to resolve them. Provide full operational leadership coverage in the absence of the Team Leader.

PEOPLE LEADERSHIP & CAPABILITY	Provide day-to-day guidance, support, and leadership to team members. Coach and mentor staff to build capability, confidence, and service excellence. Share knowledge, best practice, and operational expertise to maintain consistent standards. Support the onboarding and training of new team members. Provide constructive feedback and identify development opportunities. Support the Team Leader by highlighting training needs, capability gaps, and performance concerns. Foster a positive, collaborative, and customer-focused team culture. Contribute to effective team communication and continuous improvement.
HOUSEKEEPING & QUALITY ASSURANCE	Accountable for maintaining and continuously improving housekeeping and presentation standards across all facilities. Provide leadership and oversight of housekeeping operations, ensuring quality standards are consistently achieved and continuously improved. Analyse audit findings and trends to identify opportunities for improvement and increased operational efficiency. Implement and monitor quality control processes, including regular audits of cabins, facilities, and grounds. Ensure issues are proactively identified, addressed, and prevented from recurring. Oversee stock levels, ordering, and supply management to support operational needs. Remain actively involved in operational tasks where required to ensure delivery standards are met.
HEALTH, SAFETY AND WELLBEING	Ensure Council's documentation and procedures are understood and implemented to ensure risks to health and safety of those in the workplace are eliminated and / or controlled. Accurately report all work-related hazards, incidents and accidents and implement any follow up corrective actions. Provide support, as required, to Health and Safety staff and General Manager to complete due diligence audits and other internal audits, assessments, and investigations. Regularly attend Health and Safety training, ensuring certification is current, as required. Ensure active worker participation and engagement in Council's health, safety and wellbeing practices and projects.
ADDITIONAL DUTIES	Assist with emergency management events as instructed and attend relevant training in Civil Defence as required. Attend relevant training, as required. Complete other duties that may be required, in agreement with the line Manager.

KEY RELATIONSHIPS

EXTERNAL	INTERNAL
- Public - Guests - Service providers - External Booking agencies	All Council staff

PERSON SPECIFICATION

QUALIFICATIONS	Diploma in Hospitality Management or Business Administration.
EXPERIENCE	Minimum 3+ years' experience in hospitality, tourism, or accommodation. Demonstrated experience in a senior operational, lead, or supervisory role within hospitality, tourism, accommodation, or customer service environments. Proven ability to lead performance through influence, coordination, and accountability. Strong customer service background in a high-volume or service-focused environment.
KNOWLEDGE, SKILLS AND ATTRIBUTES	Strong customer focus with a proven ability to deliver service excellence. Proven ability to coach, mentor, and influence others to achieve high performance and service standards. Experience identifying and implementing operational improvements. Ability to lead from the front and take ownership of outcomes. Strong operational awareness and problem-solving capability. High attention to detail with a commitment to quality and presentation standards. Sound understanding of health and safety requirements in operational environments. Knowledge of holiday park or similar accommodation operations (desirable). Excellent organisation, prioritisation, and decision-making skills. Resilient, adaptable, and able to perform in a dynamic environment.
OVERALL	Has no previous or current medical conditions, which would affect the ability to perform the duties described in the job description. Able to work overtime and weekends should this be required. Full clean current drivers' licence.

I, _____ agree and accept the duties and responsibilities captured in this position description.

Employee signature

Date

Our vision and values

Tō tātau matakite me ngā wāriutanga

OUR VISION *Te matakite*

Better Together Toitū te Kotahitanga

OUR VALUES *Ngā wāriutanga*

We put **people** at the
heart of everything we do
Toitū te Tangata!

We value relationships

We think of others

We listen to understand

We value our differences

We are always **learning**
and **improving**
Toitū te Taumata!

We look for success on the horizon

We seek out opportunities to grow

We safely make mistakes

We strive to be better

We're open to change and
embrace it

We ask questions and
challenge assumptions

We reflect and review

We ask for and share feedback

We're brave and have courage

We care about
our **environment**
Toitū te Taiao!

We keep our communities
informed

We are stewards of our place

We bring people together

We consider the needs of
our communities

We improve quality of life

We are the community

We are **passionate**
and **proud**
Toitū te Mauri Ora!

We love this place

We love what we do and
do what we love

We bring energy and enthusiasm

We look to have fun

We aim for the best version
of ourselves every day

We acknowledge our efforts

We share success stories

We honour our past

We look to the future together



WHAKATĀUKI

Hūtia te rito o te harakeke,
kei hea te kōmako e kō, kī mai ki ahau.
He aha te mea nui o te ao, māku e kī atu,
he tangata, he tangata, he tangata.

*Take away the heart of the flax bush
and where will the bellbird sing?
If you ask me what is the most
important thing in the world
I will tell you, it is people,
it is people, it is people.*

We work as **one team**
Toitū te Mahi Tahi!

We trust and support each other

We speak up

We share our story

We back each other up

We keep each other informed
and up to date

We involve each other

We ask for help when we need it