



Kaiwhakahaere Rauemi | Operations Manager

- Based in the beautiful Kaikohe, the “Hub of the North”
- Unique opportunity to manage a culturally important, authentic wellbeing experience
- Up to 32 hours per week

Mō te tūnga | About the role

Ngawha Springs have a long history of being a healing place to visit for our people of Ngapuhi and visitors alike. We share the experience of our springs healing waters responsibly with generosity and authenticity with visitors that can connect with us, respect our people and value our pools.

The role of Operations Manager, is to ensure the facility operates at a world-class standard, continually attracting visitors, while safeguarding and protecting the springs.

While the springs are ready to be enjoyed, this role requires a leader to ensure the back-end processes involved with running a unique facility like this are in place. Overseeing the effective and efficient day-to-day operations is the priority, and this involves putting in place the right processes, procedures, and people to create a memorable experience.

He kōrero mōu | About you

This role requires a leader with *Tika and Pono*, ensuring our values are ingrained in all of our systems, processes, and procedures. Your work history should tell us how you have led successful teams in the past, and how you have stepped back and supported your people to develop their skills and experience.

You will be familiar with how to manage a facility like this, dealing with activities like operational policy development, payroll, and health & safety, through to developing a marketing strategy to promote Ngawha Springs. A high standard of customer service will be in your DNA and something you expect from your team members. This is key role within our organisation, and for us, our leaders are involved in all aspects of our operation and very hands on.

COVID-19 has impacted on our facility as it has many others. You will be the type of person who can roll with the changes that are thrown up and find innovative solutions to problems we have not faced before. We will be able to trust you completely and know that our unique offering is in good hands.

This role requires an understanding of Te Ao Māori and Te Tiriti o Waitangi. We are inclusive and support those who are at the start of their journey in Te Ao Māori and who are willing to actively deepen their understanding in this space. Ideally you will whakapapa to Te Tai Tokerau.

Tono ināianei | Apply Now

To apply, please submit a CV and cover letter to Nikki Iuli at EMA on Nikki.iuli@emabop.co.nz. Or if you have any questions about the role then call Nikki on 0272802261.

Applications close on 30 June 2022.