



TRUST HOUSE[®]

Position Description

Position	General Manager – Copthorne Hotel & Resort, Solway
Site	Copthorne Hotel & Resort, Solway, Masterton.
Location	High Street, Solway, Masterton
Reports to	Chief Executive Officer
Direct reports	7
Date completed	01/10/2024.

ABOUT TRUST HOUSE

Trust House is a community owned company based in Masterton. The company operates a range of hospitality businesses across the Wairarapa, Pahiatua, Flaxmere and Porirua.

Trust House owns nearly 500 rental houses across its footprint, providing homes to those in the local community who need them most.

In addition to this, Trust House distributes annual grants to hundreds of community organizations each year. Trust House encourages diversity and inclusion and is committed to equal opportunity in all employment policies and procedures.

BUSINESS PURPOSE

This role provides overall leadership and responsibility for the Copthorne Resort & Hotel, Wairarapa's leading hotel and hospitality function center. The property is owned Trust House Limited and managed in association with Millennium Hotel Group with an average annual turnover in excess of \$7.1m with approximately 80 team members.

The role is an important part of the Trust House Limited Senior Leadership Team and provides direction and accountability for all Copthorne activities and its commercial viability.

Reporting to the Chief Executive Officer, the role is responsible for the outlets financial performance as well as ensuring the Copthorne team remain highly motivated, the site health & safety is actively managed and the Copthorne is promoted as the premier function & resort location in the Wairarapa.

POSITION PURPOSE

Reporting to the CEO, the GM Copthorne Hotel & Resort role provides operational & strategic management and leadership of the outlet to enhance our reputation in the hospitality industry in the region.

KEY ACTIVITIES

Major areas of work.

- Hotel operational, strategic and team leadership
- Financial & resource management
- Reputation & brand management and enhancement
- Maintenance & facility management
- Annual budget and strategic plan development & implementation.

Key responsibilities

Management & Planning

- Develop & lead business strategies, activities and plans to enhance the reputation of the Copthorne Hotel & Resort.
- Be accountable for compliance with all operating conditions, polices and legislation including health & safety, liquor licensing, local authority and associated bylaws and obligations.
- Develop, implement & deliver on Copthorne operating budgets in a timely & effective manner.
- Lead & direct the Copthorne team via divisional managers to ensure successful delivery of the Copthorne & Trust House business plans.
- In tandem with the above, develop & implement annual Copthorne facility management plans and strategies to ensure that all Copthorne services & activities are delivered in a financially and environmentally sustainable manner.

Health & Safety

- To actively support, lead and demonstrate a strong commitment to health and safety management & risk compliance throughout the organization.
- Support the Health & Safety induction of all asset management related new staff and contractors.
- Report current Health & Safety issues and support the development of interventions, training, and awareness.

Operational

- To provide leadership & direction and subject matter expert advice, support and technical guidance to the Copthorne team and the wider Trust House team as required.
- Oversee and take overall responsibility for ongoing repairs & maintenance, contract management, asset management & cyclic inspection functions.
- Manage & deliver agreed financial budgets and targets for the outlet.
- Deliver cost effective use and management of the Copthorne's resources and deliver effective and timely reporting & administration functions.

- To operate on a “no surprises” basis ensuring all risks and potential problems relating to the hotels management are reported to the Chief Executive Officer and Senior Leadership Team as appropriate and in a timely manner.

KEY WORKING RELATIONSHIPS

Internal	<p>CEO & Senior Management Team [SMT]</p> <p>Copthorne Operations Manager & Heads of Departments</p> <p>Business partners, stakeholders and Support Office staff</p> <p>Compliance, Liquor Licensing, Police and Local Body representatives</p> <p>Contractors , consultants, service providers and Millennium Hotel Group counterparts.</p>
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FINANCIAL DELEGATIONS

As per Copthorne Hotel & Resort operational and associated budgets as agreed from time to time with the Chief Executive Officer.

DECISION MAKING AUTHORITY

As per the delegated authority agreed from time to time with the Chief Executive Officer.

SKILLS AND ABILITIES

Required

- At least 10 years previous, successful large hotel / resort leadership experience at General Manager level or above.
- A sound knowledge of all current Act's, Regulations and By Laws associated with the hospitality industry.
- Demonstrable working knowledge of best practice hotel / hospitality industry trends, management and commercial viability.
- Current Class 1 driving license [with clean driving record]
- A sound understanding of the Wairarapa / Wellington region associated with previous successful marketing of hospitality venues, tourism activities and functions.
- A trade qualification in hotel / resort management supplemented by industry experience.

Desirable

- Tertiary qualification in hotel / hospitality management.

ASSOCIATED DOCUMENTS

Attached is the Trust House statement in respect of our Values, Leadership, Expertise, Smart Thinking, Influence and Positive Culture for all employees.

SIGNATURE

Position Holders name:

Position Managers name:

Signature

Signature

Date / /2024

Date / /2024

Trust House statement in respect of our Values, Leadership, Expertise, Smart Thinking, Influence and Positive Culture for all employees

Values

The Trust House values reflect the way in which we work with others no matter where and what we do. Our 5 key values are:

- Respect
- Innovation
- Commitment
- Collaboration
- Humility

Leadership

Trust House values the ability of our people as well as those who demonstrate the ability to demonstrate the ability to grow and develop other team members with empathy, respect, technical skill and knowledge thereby helping the Trust House team to be the best they can

Expertise

We expect all of our team members to do the best they can to minimize waste, get the best use of our resources and work in a collaborative and safe way every day. We also expect our team members to share their ideas, skills and experience with others and to demonstrate a logical, structured and planned approach to our tasks and challenges.

Smart thinking

Trust House asks all of our team members to think and work through problems and challenges in a clever and innovative way. We support unique and innovative ways of working and implore team members to have an open mind when it comes to new ideas and solutions to make life easier, more productive, and effective.

We value inquisitive thinking when it comes to solving problems as well as a strong sense of not giving up or walking away from problems.

Influence

Trust House supports and values the ability of team members to use their skill, ability, integrity, experience and knowledge to positively influence others when facing challenges and change at work. We expect our leaders to be able to be able to run effective meetings, deliver and implement new

concepts, policies and processes as well as being able to use sound facilitation skills to ensure team members are “get on board” with changes in direction or difficult or complex issues.

Positive culture

We all have a role to play in making Trust House a great place to work which extends to respecting and valuing others, having fun, genuinely respecting our peers and work mates as well avoiding negativity while at work. We value an environment which embraces positivity, open and honest communication, and challenges poor behavior.