

Assistant Island Manager – Rotoroa Island

Salary rate \$50,000 to \$55,000

Rotoroa Island

Rotoroa is an 80-hectare island www.rotoroa.org.nz in the southeastern Hauraki Gulf which is a 1.5hr ferry ride from Auckland city. Owned by the Salvation Army, it was run as a rehabilitation center for drug and alcohol recovery for over 100 years. It is now managed by the Rotoroa Island Trust as a nature sanctuary open to the public.

The Trust has undertaken a significant environmental restoration programme which involved the planting of over 300,000 native trees, removal of rats and mice and establishment of visitor facilities. The latter include accommodation for 47 people in 3 fully furnished houses and a bunk room style lodge, a visitor centre and associated tracks and toilets.

The Trust has a small management team comprised of 4 people - a chair, finance, marketing and advocacy and operational management specialists. On island we employ a manager and assistant manager, relieving rangers who enable our managers to have time off, 1-2 summer rangers and we have a growing volunteer programme. We work as a team to ensure that all we do is undertaken in a safe and efficient manner and within our annual budget.

Our natural environment and our visitors are really important to us, and we expect that they'll be important to you. Ensuring our visitors always have a great experience and increasing our visitor numbers are key to our ongoing success and this role presents a unique opportunity for the assistant island manager support and work with the island manager to ensure that the systems, infrastructure and culture of our team are all aligned to ensure the island's natural environment continues its rehabilitation and that every visitor has a terrific experience on the island.

Job overview

The assistant island manager role is a full-time role and requires a person who is very organised, self-motivated, adaptable and resourceful and is also a people person and a team player. You will support the Island Manager who has overall responsibility for the island. You will have specific task areas as your responsibility. These include island administration (e.g. reporting requirements, emails, timesheets), wildlife, biosecurity, guided walks, accommodation and visitor facility servicing, volunteer programme and event management.

This is a hands-on role, and you will be expected to balance administrative tasks with operational tasks and be able to work efficiently alone but also with other people which will include staff, contractors and volunteers. Leading by example is an essential component of this role. You must be a people person as you will spend a considerable amount of time with our visitors.

Reporting lines and training

- The assistant island manager reports to the Island Manager and together they agree the annual work programme. The assistant island manager will not have any staff reporting to them and will have the opportunity to develop their leadership skills by leading groups of volunteers and during periods of acting as island manager.
- Initial training will be undertaken through a handover period of 1-2 months with the present Island Managers and RIT management team.

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- An island operations manual provides the detail around most tasks undertaken on the island.
- The assistant island manager will be expected to have a current driver's licence and first aid certificate.
- Other external training required such as food handlers, Grosafe (weed control) will be planned in soon after the handover has been completed.

Specific duties and tasks

1. Island administration

- You will be expected to undertake administrative and reporting tasks to ensure the efficient running of the island. This will include recording daily visitor numbers, ordering supplies, timesheets, emails and monthly record summaries.
- You will also set and manage the monthly staff roster and need to be proficient with systems such as Excel and Word.
- You need to have a basic understanding of financial procedures to manage landing fees from boats, guided walk fees as well as receipts from items that are purchased as part of running the island which may vary from stationery, supplies for the kiosk and holiday homes.

2. Wildlife

- Rotoroa has some rare species such as takahē, pāteke (brown teal), tieke (saddleback), pōpokotea (whitehead) as well as tūturiwhatu (NZ dotterel) and tōrea (oystercatchers). Most of these species require no management but takahē and our shorebirds require some management – feeding and water for takahē and fencing and signage for shorebirds during breeding season. The assistant manager will undertake these tasks and train others to support them. Some record keeping is also required.

3. Biosecurity

- Rotoroa Island is predator free. We maintain our predator free state with a network of traps and tracking tunnels that are checked monthly and more often when an incursion (a rat or other pest ashore) is detected. Network records are maintained using Trap.NZ [Welcome to Trap.NZ | Trap.NZ](#).
- The assistant manager will be responsible for this system which includes maintenance and replacement of devices, so they are always maintained to a high standard of operational readiness. Methodical and timely management is an essential requirement for this role.

4. Guided walks and kiosk

- We offer guided walks and run a kiosk for our visitors. These two services provide valuable income, enhance visitor experience and are supported by our regular volunteers. The assistant manager will be responsible for these two work areas and will be expected to manage a roster of people to do the work as well as participate in taking walks and staffing the kiosk.
- Kiosk work also requires keeping financial records and replenishing products, so they don't run out. In these roles you are the face of the Trust to the public and it is essential that you are a good communicator and a people person.

5. Accommodation and visitor facility servicing

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- The assistant manager is responsible for the servicing of the accommodation to set standards which includes the regular cleaning (including seasonal deep cleaning) and a turnaround of accommodation within a 24-hour period of departure of guests from each house.
- Servicing also includes laundry which is done on the island and the resupply of any item that is supplied in the accommodation.
- Daily cleaning of public facilities such as toilets, changing rooms and the visitor centre are also part of this role

6. Volunteer programme management

- Volunteers are an essential and growing part of the Rotoroa experience. Our volunteer programme has regular volunteers who come more frequently and corporate volunteers who tend to come once a year.
- The assistant manager will be expected to respond to applications from new volunteers in a timely manner, induct, train and set work for volunteers suited to their skill level and time on island each time they visit.

7. Visitor and Event management

- Our visitors are our best brand ambassadors. The assistant island manager is our key visitor manager and must be a people person who makes every visitor feel welcome. We expect every person you meet on the island to be greeted warmly. This applies equally to those who come by ferry or other means of public transport to our increasing boatie visitors.
- Island staff meet every ferry and commercial boat that comes to the island and gives visitors a welcome and safety talk. The assistant island manager will organise and train other personnel to assist with this task
- The Rotoroa Island Trust is growing events on the island to attract more visitors. The assistant manager will be responsible for liaising with prospective groups which range from corporate days to self-catered weddings to snorkel days and other days run by specialist groups. This work would be done in partnership with the Trust Marketing and Operations Managers. Experience and/or an interest in running and organising events would be useful.