



Position Title:	Night Manager
Department:	Front Office
Reports To:	Front Office Manager
Job Family:	Supervisor/Specialist

Purpose
The Night Manager is responsible for leading the overnight hotel operation, ensuring exceptional guest experiences, maintaining security and safety standards, and overseeing the Night Audit process. This role requires an experienced hospitality professional who can work independently, lead a team, and make sound operational decisions during overnight shifts.

Key Relationships	
Internal	Senior Managers, Concierge, Reservations, Housekeeping, Maintenance, Food & Beverage, and team members across all departments
External	Guests, potential guests, visitors, vendors, and contractors
Direct Report	Night Auditor, Night Receptionist, Porters

Duties and Responsibilities
• Maintain immaculate presentation and grooming, wearing designated uniform at all times. • Actively contribute to the attainment of hotel objectives and targets as outlined by your manager. • Responsible for the leadership of the overnight operations of the hotel and supervision of all front office team members. • Lead by example by displaying a hands-on style, which encourages team involvement, initiative, and a focus on continuous improvement. • Coordinate and allocate duties for each shift and be responsible for the of the daily check-in/check-out process; ensuring guest names are used and correct cashiering procedures are followed. • Ensure all calls are answered cheerfully and promptly and ensure their accurate distribution to all hotel guests, visitors, and team members. • Prepare and conduct daily briefings so all team members are aware of hotel activities including VIPs in house, group movement, promotional activity, guest feedback, product knowledge. • Be familiar with all room types, rates and services provided by the hotel, and be prepared to 'sell' at all times. • Assist guests with special requests, general information, transportation, event tickets, restaurant, airline reservations and any other reasonable requests as they arise. • Ensure all special guest requests are followed through to the relevant departments and charges are raised accordingly. • Ensure guest complaints are consistently resolved in a prompt and efficient manner in accordance with The Hotel Britomart complaint handling guidelines. • Deal with difficult guests and or situations and strive for a win-win outcome. • Recommend and devise front office focused incentives that drive revenues and reduce expenses. • Assist in establishing and renewing administrative policies and procedures relating to the department. • Collate and report industry information regarding occupancy and rate (where directed). • Maintain a dynamic 'Guest Services Directory' in the Property Management System (PMS). Ensure accurate information and records with correct guest details linked to guest profiles • Responsible for completing and maintaining the Night Audit process and the daily balancing of the day's transactions within the hotel. • Responsible for the daily compilation and distribution of requested reports to department heads. • Maintain effective communication at end of shift to ensure a smooth transition for the next shift. • Process guest mail, messages, and deliveries in an accurate and timely fashion. • Provide accurate and up-to-date financial and yield reports as directed by management. • Valet carparking.

- Responsible for account queries, register audit for shift, shift closing and account adjustments for the shift. Must ensure month end activities are handled.
- As a representative of the hotel and responsible for the hotel operationally in the absence of the Heads of Department and General Manager.
- Responsible for ensuring the telephones data port call costs are charged.
- Responsible for overnight security in the hotel.
- Complete shift checklist.
- Program and execute wake-up calls, collect room service breakfast orders, and distribute daily newspapers.
- Park and retrieve guest vehicles and other porter duties as required.
- Assist with room service deliveries when required.
- Assist with night reception duties when required.
- Responsible for completing and maintaining the Night Audit process and the daily balancing of the day's transactions within the hotel.
- Responsible for the daily compilation and distribution of requested reports to department heads.
- As directed on fully booked days contact all arrivals and determine status of reservation.
- Take ownership of tasks undertaken to a point of completion, ensuring consistent guest and colleague satisfaction.
- Ensure all reservation requests are handled in an efficient and friendly manner (for groups, unusual or difficult requests, involve the Hotel/Reservations Manager/Coordinator where applicable).
- Assist and action any guest queries relating to Housekeeping and Maintenance when required.
- Identify any new sales leads and pass onto the Sales & Marketing Department.
- Keep the General/Hotel Manager informed of all problems and unusual matters of significance.
- Perform any other reasonable task or instruction as directed by management or a representative of management.
- Lead team members by setting a positive example. Instruct, train, and develop team members.
- Assist in empowering the front office team, with clearly defined parameters to do anything to make the guest's stay more comfortable.
- Maintain clear and concise communications with all departments and management regarding special requests, guest requirements, and general hotel events
- Take an active part in the ongoing "on the job" training of team members to ensure they have the necessary skills to perform their job efficiently and effectively.
- Cross train team members in all different front office duties where possible to increase flexibility. Monitor grooming and presentation of all team members to ensure standards are adhered to.
- Assist with rosters for team, ensuring effective coverage whilst maintaining cost effectiveness and ensuring they are done in a designated time frame.
- Assist with recruitment, performance reviews, management, and development of all team members.
- Assist other departments on busy days and complete any other duties as request by the department or hotel manager to meet business demands
- Attend and actively participate in training programs as required.
- Put into practice in the business all training that has been completed.
- Demonstrate a complete knowledge of all room types, rates and services provided by the hotel, and be prepared to 'sell' at all times.
- Maintain up to date knowledge of all key events and what is happening in the city, as well as key information to assist guests e.g., tram/bus numbers and timetables.
- As directed take on tasks including but not limited to accounts payable, accounts receivable, purchasing and rate yielding
- Demonstrate sound knowledge to deal with any issues that arise during the shift including relocating guests to sister properties if the hotel is overbooked.
- Be aware and abide by the privacy act with respect to all customers
- Ensure the company code of conduct and team handbook are adhered to.
- Understand relevant departmental policies and procedures, and abide by these team member guidelines at all times.
- Understand and ensure adherence to The Hotel Britomart hotels credit and account policies and procedures with respect to all cashiering and auditing functions, ensuring guest accounts are accurate and all charges are correct and posted prior to checkout.
- Audit the daily activity of all Front Office operations, to ensure all activities are performed accurately and completed in accordance with established policies & procedures.

- Ensure the orderly and clutter free appearance of the front desk and assist in maintaining the immaculate physical appearance of the hotel lobby.
- Comply with all fire and emergency procedures.
- Ensure a safe work environment is maintained through preventative action including using appropriate protection equipment, correct storage and maintenance of chemicals, correct use and maintenance of equipment and machinery, prompt cleaning and removal of spillages and obstructions, reporting all faults, accidents and near misses and ensuring the correct manual handling techniques are used.
- Understand The Hotel Britomart WH&S policies and procedures and abide by these team member guidelines at all times.
- Report Hazards, near misses and accidents at the workplace immediately.
- Ensure guest security and privacy is maintained at all times.

Physical Requirements

- Frequent use of both hands for continuous grasping and use of fine motor skills.
- Frequent movement due to other manual tasks (i.e., squatting / kneeling / reaching / pushing. Etc)
- Constant standing & walking on various finished surfaces, including ascending and descending staircases.
- Frequent lifting and moving of objects up to 20 kgs. A visual risk assessment should be completed prior to single person lifting.
- Moving or lifting objects over 20 kgs or objects of an awkward nature must be a two person lift or aided by an appropriate manual handling lifting / moving device

Education, Licences & Certifications

Essential:

- Current New Zealand Manager's Certificate.
- Full, clean New Zealand Driver Licence.
- LCQ qualification (or equivalent).
- Legal rights to work in New Zealand.

Desirable:

Diploma in Hotel Management, Hospitality Management, or a related field.

Experience

Essential:

- Minimum 1-2 years' experience in a Night Manager, Night Supervisor, or Night Auditor role within a hotel environment.
- Proven experience completing and managing the Night Audit process, including daily reconciliations, financial reporting, and balancing hotel transactions.
- Previous experience supervising or leading a front office team during overnight operations.
- Experience handling guest complaints and resolving operational issues independently.

Desirable:

- Experience within a luxury or boutique hotel environment.
- Experience using hotel Property Management Systems (PMS).

Mandatory Requirements

Applicants must meet the following requirements to be considered for this role:

- Hold a full, clean New Zealand Driver Licence.
- Hold a current New Zealand Manager's Certificate.
- Have legal rights to work in New Zealand.
- Have previous Night Auditor experience within a hotel or hospitality environment.
- Be available to work overnight shifts, including weekends and public holidays.
- Be able to meet the physical requirements of the role, including valet parking duties, guest assistance, and manual handling activities.



Acknowledgement

To summarise, it is not the intent by way of this Position Description to limit the flexibility required, scope, or responsibilities of this role, but to highlight the most important aspects of your position.

I acknowledge that I have read and understand the above Position Description and agree to carry out all duties as described to the performance standards required.

Team Member Signature: _____

Team Member Name: _____

Date: _____