

## Eastcliffe on Ōrākei Retirement Village

### Village Manager

Eastcliffe on Ōrākei Retirement Village is a boutique retirement village on Bastion Point offering spectacular views and close proximity to the CBD and Eastern Suburbs. We pride ourselves in enabling people to get the very most out of their retirement by offering security, companionship and fun for our residents in a caring friendly environment. We also offer personalised hospital care with a small 28 bed care facility.

Key to the provision of our services is our people. We have a great opportunity for a Village Manager to join us who will have responsibility for leading the day-to-day operations at Eastcliffe. Reporting to our Chief Executive you will be supported by an experienced management team.

To be successful in this role you will have proven management experience in the retirement village sector. You will have strong leadership style to create a collaborative culture that provides the highest level of service to residents. You will be effective at managing and maintaining long-term relationships with our residents.

#### Key Responsibilities:

- Lead and mentor the management team to ensure the effective delivery of day-to-day operations of Eastcliffe
- Ensure that physical facilities are maintained to a 5-star standard
- Ensure that all operations are managed within agreed budgets and prepare financial reports and forecasts
- Ensure that Eastcliffe complies with all relevant legislation and regulations
- Implement marketing and sales strategies to promote and advertise the facility to potential new residents
- Conduct tours for potential new residents and provide information to communicate and promote the services and amenities that are available
- Achieve sales targets to ensure that agreed occupancy levels are maintained
- Identify, report on and manage areas of risk

#### Key requirements:

- Experience in the retirement village sector
- Extensive staff management and proven leadership experience
- Ability to operate at a strategic level as well as manage the day-to-day activities of Eastcliffe
- Fully conversant with appropriate retirement village legislation
- An understanding of the DHB Hospital Sector would be an advantage
- Highly developed communication skills and effective interpersonal skills
- Commercially savvy with proven experience in managing budgets and financial accountabilities
- Experience in sales and marketing with a strong customer service ethos
- Collaborative management style with strong leadership skills
- Problem solving, conflict resolution and negotiation skills

If you are interested in joining a facility that really cares for its people and residents this is a great opportunity for you. We are committed to your personal success and professional growth. This is a full time, permanent role, which is available immediately.

To be considered for this role, please submit your CV and cover letter.