

POSITION DESCRIPTION

Maunga Tarawera Guide

Company: Rotorua Raft & Sledge Ltd t/a Kaitiaki Adventures Aotearoa

Department: Maunga Tarawera Operations

Location: Rotorua / Maunga Tarawera

Position: Maunga Tarawera Guide

Reports to: Maunga Tarawera Team Leaders / Operations Management

Direct Reports: Nil

Position Purpose

The purpose of the Maunga Tarawera Guide role is to provide safe, engaging and culturally respectful guided experiences on Maunga Tarawera while delivering exceptional manaakitanga to all manuhiri.

Guides are responsible for the safety and wellbeing of guests throughout the experience and for sharing approved kōrero relating to Maunga Tarawera, its history, whenua, people and cultural significance.

The role carries an important responsibility to represent Kaitiaki Adventures professionally and uphold our values of manaakitanga, whanaungatanga and kaitiakitanga.

Key Responsibilities

1. Guiding & Guest Experience

- Deliver guided Maunga Tarawera experiences in accordance with Kaitiaki Adventures' procedures and guide training.
- Welcome and engage with manuhiri in a warm, professional and inclusive manner.
- Provide clear trip introductions, safety briefings and instructions.
- Adapt guiding style and pace to suit different groups, abilities and conditions.
- Provide assistance and encouragement to guests throughout the experience.
- Create a positive, memorable and authentic guest experience.
- Respond professionally to guest questions, concerns and feedback.

2. Cultural Responsibility & Storytelling

- Share approved kōrero and interpretation relating to Maunga Tarawera, mana whenua, significant events, places and people.
- Deliver cultural content accurately, respectfully and in accordance with Kaitiaki Adventures' training and agreed narratives.
- Demonstrate respect for tikanga Māori and the cultural significance of Maunga Tarawera.

- Support appropriate tikanga and cultural practices associated with the experience.
- Recognise the privilege and responsibility associated with guiding manuhiri on the maunga.
- Continue developing knowledge of te ao Māori, local history, whakapapa and kōrero relevant to the guiding experience.

3. Health & Safety

Safety is a core responsibility of this position.

The Guide must:

- Follow all relevant Kaitiaki Adventures Safety Management Systems, SOPs, policies and operating procedures.
- Conduct required pre-trip and post-trip safety checks.
- Deliver clear and accurate safety briefings.
- Continuously monitor guests and environmental conditions throughout each experience.
- Identify hazards and take appropriate action to manage risk.
- Follow instructions from Team Leaders and Operations Management regarding weather, track conditions and operational changes.
- Immediately report hazards, incidents, near misses, injuries and safety concerns.
- Complete required incident and operational documentation accurately.
- Carry and correctly use required safety and communication equipment.
- Participate in safety training, emergency exercises and competency assessments.
- Maintain required First Aid and other qualifications relevant to the position.
- Stop or modify an activity where required to protect the safety of guests, staff or others.

4. Kaitiakitanga & Environmental Responsibility

- Demonstrate care and respect for Maunga Tarawera and the surrounding environment.
- Ensure guests understand and follow environmental and cultural expectations while on the maunga.
- Minimise environmental impact during operations.
- Report track damage, environmental concerns, pest activity or other issues identified during trips.
- Participate in conservation, track maintenance and environmental initiatives where required.
- Support Kaitiaki Adventures' wider commitment to kaitiakitanga and sustainable tourism.

5. Driving & Transport

Where appropriately licensed, trained and authorised:

- Safely transport guests and staff in company vehicles.
- Complete required vehicle checks before operation.
- Drive appropriately for road, off-road, weather and passenger conditions.
- Follow company vehicle and driving procedures at all times.
- Maintain professional commentary and guest interaction while transporting passengers where appropriate.
- Immediately report vehicle faults, damage or safety concerns.
- Maintain vehicles in a clean and presentable condition.

6. Operational Responsibilities

- Arrive at work on time, uniformed and prepared for scheduled duties.
- Assist with preparation of vehicles, equipment and guest areas.
- Ensure required equipment is available, clean and fit for purpose.
- Assist with cleaning and maintaining vehicles, facilities and equipment.
- Complete trip reports and other operational records as required.
- Communicate effectively with Team Leaders, guides, drivers, Front Desk and other operational staff.
- Assist other areas of Kaitiaki Adventures where reasonably required.
- Participate in staff meetings, training, development and operational days.

Personal Presentation & Professional Standards

Maunga Tarawera Guides are highly visible representatives of Kaitiaki Adventures.

Employees are expected to:

- Wear the correct company uniform and maintain a clean and professional appearance.
- Maintain good personal hygiene and presentation.
- Communicate respectfully with guests, colleagues, landowners, iwi partners and other stakeholders.
- Use mobile phones only when appropriate and in accordance with company expectations while working.
- Refrain from smoking or vaping while guiding or in view of guests where prohibited by company policy.
- Treat company vehicles, equipment and facilities with care.

- Conduct themselves in a way that reflects positively on Kaitiaki Adventures and the privilege of operating on Maunga Tarawera.
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Key Relationships

The Maunga Tarawera Guide will work closely with:

Internal

- Maunga Tarawera Team Leaders
- Operations Management
- Other Maunga Tarawera Guides
- Drivers
- Front Desk / Reservations
- Wider Kaitiaki Adventures team

External

- Manuhiri / guests
 - Tourism industry partners
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Skills & Attributes

The successful person will demonstrate:

- Strong interpersonal and communication skills
- Confidence speaking with individuals and groups
- A genuine commitment to manaakitanga
- Respect for tikanga Māori and te ao Māori
- An interest in the history, whenua and stories of Maunga Tarawera
- Reliability and punctuality
- Good judgement and situational awareness
- A strong safety mindset
- Ability to follow procedures and instructions
- Ability to work independently when required while remaining part of a wider team
- Ability to remain calm and professional when situations change
- Willingness to receive feedback and continue learning
- A positive and supportive attitude towards colleagues

- Reasonable physical fitness for working in an outdoor environment
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Qualifications & Requirements

Required or to be obtained as part of training:

- Appropriate Maunga Tarawera Guide competency sign-off
- Current First Aid qualification
- Completion of Kaitiaki Adventures induction and relevant safety training
- Competency in applicable SOPs and emergency procedures
- Ability to safely undertake the physical requirements of the position

Desirable:

- Full New Zealand driver's licence
 - Passenger endorsement where required for driving duties
 - Previous guiding, tourism, hospitality or outdoor experience
 - Te reo Māori capability
 - Knowledge of local history, tikanga and te ao Māori
 - Outdoor recreation or tourism qualifications
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Working Conditions

This is an outdoor operational role and requires employees to:

- Work in variable and sometimes challenging weather conditions.
- Walk over steep, uneven and volcanic terrain.
- Be physically active for extended periods.
- Work weekends, public holidays and peak tourism periods as rostered.
- Work varying hours depending on bookings and operational requirements.
- Undertake driving and off-road travel where appropriately trained and authorised.

Operations may be changed, delayed or cancelled due to weather, safety, environmental or other operational considerations.

Performance Expectations

Performance in this role will be assessed against:

- Guest safety and compliance with operational procedures

- Quality of guest experience and manaakitanga
- Cultural integrity and accuracy of guiding content
- Reliability, punctuality and attendance
- Professional presentation
- Communication and teamwork
- Care of vehicles, equipment and facilities
- Completion of required operational and safety documentation
- Participation in training and professional development
- Contribution to Kaitiaki Adventures' values and team culture

Our Values

Manaakitanga

We care for our manuhiri and each other and create experiences where people feel welcomed, respected and valued.

Whanaungatanga

We build genuine relationships and work together as a whānau.

Kaitiakitanga

We recognise our responsibility to protect and care for the whenua, environment, stories and places entrusted to us.

Position Description Acknowledgement

This Position Description provides an overview of the primary responsibilities of the role. Duties may reasonably change from time to time to meet operational requirements, provided they remain consistent with the employee's skills, training and position.

I acknowledge that I have read and understood this Position Description and the responsibilities and expectations associated with my role.

Employee Name: _____

Employee Signature: _____

Date: _____

Manager Name: _____

Manager Signature: _____

Date: _____