



Hanmer Springs
Thermal Pools & Spa

Hanmer Springs Thermal Pools & Spa Job Description

Job Title: Elemental Host

Reports to: Spa Manager



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About us:

Hanmer Springs alpine village, a place where history, wellness and connection come together. Our story is rooted in the rich heritage of our thermal pools and spa, offering a unique experience that promotes relaxation, rejuvenation, and sense of community.

Not only is Hanmer Springs Thermal Pools & Spa an exceptional place to visit, but it is also an exceptional place to work with strong Vision, Purpose, and Values.

Our Vision:

To be the most loved and memorable group of experiences in New Zealand

Our Purpose:

To create enriching experiences connecting people to each other and to our place.

Our Values:

 <p>Manaakitanga Care</p> <p>People are the heart of our business. Our culture is to care for, respect and value our customers and team members</p> 	 <p>Rangatiratanga Leadership</p> <p>We will maintain personal integrity and ownership in all actions and decisions we undertake</p> 	 <p>Kaitiakitanga Guardianship</p> <p>We will as guardians, conserve and cherish our environment, continually improving our sustainable practices</p> 	 <p>Whanaungatanga Family</p> <p>Our people, community and visitors are family. We will cultivate a sense of belonging, support, collaboration, and teamwork</p> 
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About the role:

This role is central to creating a calm, welcoming, and high-quality guest experience. As a guardian of our Elemental Contrast Therapy Experience, you will care for our private pools, and therapy rooms ensuring each area is presented with warmth, tranquillity, and understated luxury.

With a strong eye for detail, you will maintain an environment that invites guests to slow down, reconnect, and fully unwind. From water quality to lighting, scent, and sound, every element is thoughtfully managed to support relaxation and wellbeing.

Working quietly and intuitively, you will anticipate guest needs while keeping each space pristine and harmonious. Your presence will be attentive yet unobtrusive—offering support with professionalism while allowing guests the space to relax.

This role suits someone who takes pride in creating beautiful environments, values consistency and care, and understands that true luxury lies in the small details and meaningful moments of connection.

Key Responsibilities:

Guest Experience

- Manage bookings and guest flow, including allocating private pools, to ensure a seamless, relaxed experience and balanced use of all spaces.
- Meet, greet, and welcome guests in a warm and professional manner
- Provide clear explanations of the bathing experience, including process, timings, and expectations
- Create a relaxed, comfortable, and supported experience for every guest throughout their visit.

Customer Safety

- Monitor guest wellbeing and ensure all safety protocols are followed
- Provide guidance to guests on safe use of facilities
- Respond promptly and appropriately to any concerns or incidents

Facility Presentation & Cleaning

- Maintain exceptional standards of cleanliness, hygiene, and presentation across all wellness and guest areas at all times
- Thoroughly clean and reset each bathing experience space between guest bookings, ensuring every detail reflects a high-end, spa-quality environment
- Ensure all guest areas, including bathing rooms, relaxation spaces, and amenities, are immaculately presented and consistently maintained
- Promptly clear and clean all areas following the service of refreshments, ensuring spaces are returned to a pristine condition
- Regularly clean and monitor shared facilities, including toilets, changing rooms, and communal areas, to ensure they remain fresh, hygienic, and well-stocked
- Conduct routine checks throughout service periods to proactively maintain cleanliness and presentation standards
- Safely handle and store cleaning products in line with health and safety guidelines

Preparation and Service

- Prepare rooms and bathing areas prior to guest arrival
- Manage linen and laundry processes, including cleaning, restocking, and maintaining adequate levels of towels.

Refreshments and Guest Services

- Prepare and present a selection of light, nourishing refreshments that compliment the wellness experience
- Contribute to guest satisfaction by sharing feedback and working collaboratively with the Spa Manager and Café team to align offerings with guest expectations
- Maintain refreshment and service areas to a high standard, ensuring spaces remain clean, organised, and inviting
- Take a thoughtful, detail-focused approach to presentation, recognising the role refreshments play in enhancing relaxation and overall guest experience
- Keep all guest amenities stocked, prepared, and ready for use at all times

Monitoring & Operations

- Observe and monitor facilities during use to ensure smooth operation
- Identify and report any maintenance or operational issues
- Support the wider Spa environment during quieter periods, assisting with cleanliness, laundry, change rooms, and lounge areas to ensure all spaces remain well-presented, balanced, and guest-ready

Personal Presentation & Professional Standards

- Maintain a professional, polished personal presentation that reflects the premium spa environment.
- Demonstrate impeccable personal hygiene and attention to detail.

Candidate Requirements

The successful candidate will demonstrate:

- Take pride in personal presentation, always maintaining an immaculate uniform and high standard of grooming, contributing to a premium and professional guest experience.
- Possess excellent time management and organisational skills.
- Be able to relate effectively with a wide range of people.
- Have excellent written and oral communication skills.
- Be able to operate effectively in situations of pressure.
- Maintain confidentiality.
- Be able to show initiative.
- Be able to work effectively with peers and colleagues as part of a team.
- Be flexible and adaptable.
- Be customer focused.
- Have a current first aid certificate or willing to obtain one.