

VSA Assignment Description

Assignment Title	Executive Management Advisor
Country	Solomon Islands
Location of Partner Organisation	Munda, Western Province
Partner Organisation	Agnes Gateway Hotel
Duration	12 months+
Sustainable Development Goals	



41863

1. Partner organisation overview

Agnes Gateway Hotel started as a government rest house in the early 1960's (Munda Government Rest House) before Solomon Islands gained its independence. In 1977, the rest house was put to tender and Agnes Kera took the opportunity to develop Agnes Lodge. The lodge was incorporated in 1984. At a later stage, Agnes' children took over the running the lodge, set up a board, and changed its name to Agnes Gateway Hotel.

Agnes Gateway Hotel is the largest tourism offering in Munda, Western Province. It is located in the heart of Munda is a walking distance from the airport and the small business district, and is on the shore of the Roviana Lagoon. It offers accommodation meals to those who stay in Munda and those passing through. Apart from offering memorable sunsets and seafood, the Hotel offers scuba diving and snorkelling at world-class sites that have under water wonders and World War II relics, fishing, travel to nearby land-based World War II sites, a rain forest, and visits to tropical island atolls.

2. Assignment overview

Currently Agnes Gateway Hotel is not operating at its optimum. The board are keen to ensure that the Hotel is a place that domestic and international tourists want to visit and stay at, and that it is generally an inviting place. The Hotel would like to grow the skills of its management team, particularly the General Manager.

A VSA volunteer is being sought to work with the board and the management team to identify areas that the hotel is strong in, the areas that need improvement and to put in place systems, processes and practices that will ensure the hotel is well managed.

3. Goal/outcomes/outputs

Goal

Agnes Hotel is receiving more visitors and is profitable.

Outcome 1

The Board of Agnes Gateway Hotel understands current operational and management challenges and is making decisions on how to improve its performance.



Working alongside the General Manager and the Board, and other tourism providers as agreed by the Board:

- Note key strengths and areas that need improving in the Hotel.
- Assess staff capacity and capabilities.
- Review current systems and processes.
- Provide a report to the Board outlining current status and recommending next steps for the Board in terms of improving management of the hotel.

Outcome 2

The Manager and management team are being trained, coached and mentored in various management duties.

- Design management training resources for staff at senior management level of the organisation.
- Implement management training for staff at management in keeping with identified areas for improvement.
- Mentor and coach management team to ensure training received is embedded in their work.
- Design workplans for management team

Outcome 3

Policies, procedures and systems are being put in place to support effective running of the Hotel.

- Draft and/or review policies, procedures, systems and templates to ensure they are in keeping with a new way of working for the organisation.
- Conduct workshops with management and staff to ensure there is understanding of any changes being introduced and why they are important.

Outcome 4

Agnes Gateway Hotel has more visitors and tourists and is running profitably.

- Introduce implementation of new policies, procedures, processes and systems.
- Continue to mentor, coach and training staff as need arises.
- Report or checklist of improvements or suggestions needed.

4. Reporting and working relationships and capacity building

The volunteer will report directly to the chair of the board and will be accountable to the board. On a day-to-day basis, the volunteer will predominately work with the general manager and the senior management team.

The volunteer will, in the first instance, learn about Munda, the Hotel and current strengths and find ways of using these to make improvements where these are needed. They will work in a manner that results in the board and executive team growing their skills and abilities.

The volunteer and Agnes Gateway Hotel will have an ongoing relationship with the VSA programme manager in terms of assignment monitoring, reporting, professional advice and personal support.

As needs on the ground may change over time, the volunteer is encouraged to review and update the Assignment Description on arrival in consultation with the partner organisation and VSA Programme Manager. By their very nature, development situations can involve significant change,



so it is advisable that the volunteer periodically review and reflect on the Assignment Description throughout the Assignment to ensure the best development outcomes are being achieved.

5. Selection criteria/position requirements

Person specifications (professional)

Essential

- Qualification in management, business administration or hospitality or at least 3 years' experience in management in hospitality industry
- Strong understanding of hotel management practices.
- Exceptional leadership abilities with great attention to detail.
- Experience mentoring, coaching and training staff.

Desirable

- Previous experience managing a facility, preferably in the hospitality industry.
- Experience working in Melanesian context.

Personal specification (personal)

Essential

- Friendly personality
- Cultural sensitivity with genuine interest to learn and speak Pijin
- Numeracy, problem-solving, and logistical planning skills
- Great organisational and communication skills
- Easy to work with and allows constructive critique of their work
- Supportive and inspiring.
- Flexible.
- Good relationship management
- Willingness to work in remote villages.

6. VSA Essential Attributes

- Commitment to volunteering, to VSA and to the partner organisation
- Cross cultural awareness
- Adaptability and a willingness to approach change or newness positively
- Able to form good relationships, both personally and professionally, with work colleagues and in the community
- Resilience and an ability to manage setbacks
- Initiative and resourcefulness
- An ability to facilitate learning through skills exchange



7. Country context

Honiara is the business centre of Solomon Islands and as such is a melting pot for people from all the island groups that make up the diverse nation. A hot and dusty place, Honiara offers most facilities albeit in a rudimentary form. The main international airport is in Honiara.

Gizo is the capital of Western Province and is the second largest town in Solomon Islands. It is located on Ghizo Island and is west-north-west of Honiara. It is a five-minute boat ride from Nusatupe where the airplane landing strip is located.

Munda is the largest settlement on the island of New Georgia in the Western Province. It is located at the southwestern tip of the western end of New Georgia, and the large Roviana Lagoon is just offshore. There is an international airport, Munda Airport that was upgraded with support from the New Zealand Government. There are daily flights from Honiara, Seghe and Gizo.

Lambete, the largest village in Munda, today consists of a number of shops, a branch of the Bank of South Pacific (BSP), a post office, a telecommunications centre, a bakery, accommodation, the airstrip and a small port. There is a local market where fresh vegetables, fruit and seafood can be purchased.

Most volunteers feel safe in Solomon Islands, but it is important to know the risks and take personal responsibility for your safety. As in many countries, foreigners tend to be the target of petty crime, so always be alert and take precautions. In general, there are no problems moving around in Gizo.

For more information, see <https://vsa.org.nz/what-we-do/countryregion/solomon-islands/>.

Additional information

Residency status

VSA volunteers must be New Zealand citizens or have New Zealand permanent residency status, and currently living in NZ.

Pre-departure briefing

As part of the volunteer's contract, successful candidates will be required to take part in a pre-departure briefing course run by VSA in Wellington and complete all required pre-reading.

Final appointment

Final appointment will be subject to satisfactory medical and immigration clearances (costs covered by VSA), partner organisation acceptance, and successful completion of the pre-departure briefing course.

Family status

VSA supports partners to accompany volunteers on assignments of six months or longer. However, volunteers with accompanying dependents will not be considered for this assignment.

Fundraising

Volunteers are encouraged to fundraise at least \$1000 with the support of VSA's fundraising team. Accompanying partners are encouraged to raise the same amount. All funds raised will help VSA keep its programmes in action and support future volunteers.

Vaccination requirements

Potential volunteers are advised that VSA's insurers require volunteers to be inoculated, prior to departure, in accordance with the instructions of VSA's medical adviser. VSA covers the cost of any required vaccinations.



Children's Act

While on assignment, VSA volunteers may be required to work with children and/or may choose to participate in informal activities in their own time that involve interactions with children (such as coaching teams or teaching English). VSA is committed to the protection of vulnerable children and adults, which also includes meeting our commitment under the Children's Act 2014.

The information requested during the application process is necessary to assist VSA to determine applicant suitability to work and/or interact regularly with children and is part of a series of pre-selection checks undertaken on all applicants for VSA assignments.

Volunteer package

The volunteer's package includes the following:

Reimbursements and grants

1. Volunteers will receive an establishment grant of NZ\$250 to help them set up in their country of assignment. For volunteers with an accompanying partner (whether or not that partner is also a VSA volunteer), VSA will pay an establishment grant of NZ\$1,100 per couple.
2. A resettlement grant of NZ\$200 will be paid for each month the volunteer is on assignment. This is payable on completion of the assignment.
3. The volunteer will receive a monthly living allowance of SBD 7,000.

Accommodation

Basic, comfortable furnished accommodation will be sourced by VSA. For security purposes volunteers in Honiara should expect to share accommodation.

Airfares and baggage allowance

VSA will provide the volunteer with economy airfares to and from New Zealand for their assignment plus a baggage allowance.

Insurance

VSA will provide travel insurance to cover baggage and personal property, and non-routine medical expenses for the duration of the assignment. Further details of the insurance cover will be provided during the volunteer pre-departure briefing.

Utilities

VSA will reimburse volunteers reasonable expenses for household utilities while on assignment.

Final terms and conditions relating to the specific volunteer assignment will be confirmed in a personalised volunteer contract prior to departure.

