

<b>POSITION TITLE:</b>	<b>Relief Caretaker – Beaufort Lake Caravan Park</b>
<b>AWARD CLASSIFICATION:</b>	Victorian Local Authorities Award, 2001
<b>BAND:</b>	3 <b>Specific Engagement</b> (Clause 33.12 of the Victorian Local Authorities Award, 2001)
<b>DEPARTMENT:</b>	Economic Development and Tourism
<b>LOCATION:</b>	Beaufort Lake Caravan Park
<b>INCUMBENT:</b>	TBA
<b>TERM OF TENURE:</b>	Part time or casual including weekend work and public holidays
<b>START DATE:</b>	TBA
<b>COMPLETION DATE:</b>	
<b>APPROVED DATE:</b>	January 2025
<b>REVIEWED DATE:</b>	
<b>PREPARED BY:</b>	Ray Davies, Manager Economic Development and Tourism

**COUNCIL VISION:** Sustainable and welcoming places and natural environments that create inclusive, happy, healthy, and connected communities

**MISSION:** The role Pyrenees Shire Council will take to achieve our vision is to:

- Motivate and inspire community involvement
- Provide transparency and accountability
- Use resources efficiently and effectively

**VALUES:** Our leadership values are:

**Service** I will be part of the solution  
I will strive to continuously improve how I work  
I will do what I can to help get things done  
I will do what I said I would do  
I will treat all customers as equals

**Integrity** I will not walk past a standard that I want to uphold and keep  
I will honour the commitments I make  
I will do what is right, not what is easiest  
I will be transparent and accountable in my decision making  
I will be accountable for my actions and inactions

**Respect** I will be mindful of the impact that my words and actions have on others  
I will strive to keep commitments  
I will treat others as they deserve to be treated  
I will encourage diverse opinions and perspectives, even when they challenge my own  
I will include people in decisions that affect their work

## The Pyrenees Shire Council is an equal opportunity employer

### ORGANISATIONAL RELATIONSHIPS:

Reports to:	Manager Economic Development and Tourism
Supervises:	Activities undertaken by contract cleaners during caretaker absences
Internal Liaison:	All Council staff.
External Liaison:	Patrons of the caravan park, community members, Newbook, Victorian Caravan Parks Association (VicParks), and tourism organisations.

### 1. POSITION OVERVIEW:

Council's objective for the caravan park is to provide excellent experiences for visitors to the park and build on occupancy levels and financial performance.

The position objectives are:

1. To provide exceptional customer service to visitors and people making enquiries for bookings
2. Under the direction of the Caravan Park Caretaker and Manager Economic Development, implement actions for the improved financial performance of the park.
3. To assist the caretaker co-ordinate the day-to-day operations of Beaufort Lake Caravan Park.
4. To present the caravan park to a high standard.
5. To create an environment at the Caravan Park in which the park users will enjoy their stay and feel comfortable and relaxed and monitor customer satisfaction.

### 2. POSITION KEY SELECTION CRITERIA

#### 2.1 Key Selection Criteria

- a) Relevant experience in the tourism accommodation sector.
- b) Clerical and financial skills and experience.
- c) Demonstrated ability to provide a high level of customer service and dealing with conflict in a respectful and diplomatic way to resolve difficult situations.
- d) Ability to provide "hands on" practical maintenance skills
- e) Demonstrated interpersonal and communication skills.

### 3. KEY RESPONSIBILITIES & DUTIES:

#### 3.1 Position Responsibilities

- a) Deliver friendly, knowledgeable and efficient responses to booking enquiries and requests from customers.
- b) Assist the caretaker to monitor occupancy rates and financial performance
- c) Booking in of caravans, campers and cabin accommodation using the Newbook online booking system.
- d) Assist the caretaker to keep the appearance of the caravan park precinct and adjoining surrounds neat and tidy at all times. This includes lawn mowing, removal of tree limbs and general rubbish, and generally keeping the areas in an attractive manner.
- e) The health and safety of all caravan park patrons and recreation reserve users is of utmost importance and every effort to assist maintain a safe and secure environment is essential.
- f) Be familiar with Emergency Management Procedures developed by Pyrenees Shire and have knowledge of how to implement. Be fully conversant with the parks Emergency Management Plan and Bushfire Emergency Plan.
- g) Responsible for reporting accidents and injuries as required under Councils OH&S policies and procedures.

### **3.2 Corporate Responsibilities**

- a) Comply with Council policies and procedures that are relevant to the position, including compliance with legislative obligations and behavioural expectations relating to equality, non-discrimination, anti-bullying, privacy, and Council's Codes of Conduct.
- b) Efficient and effective utilisation of Council's resources, including the reporting of property damage, theft, or other losses immediately.
- c) All staff shall create full and accurate records of work-related decisions and activities; and save these records into the corporate electronic document management system in accordance with Council's Records or Information Management Policies.
- d) In the event that the Municipal Emergency Management Plan is enacted, employees may be called upon to assist with emergency related functions under the Emergency Management Act 2013, including the provision of emergency response, relief, and recovery services to our community.

### **3.3 Child Safe Standards**

- a) Pyrenees Shire Council is committed to providing an environment that protects children and young people; where children and young people are respected, listened to, valued, and encouraged to reach their full potential.
- b) All staff must adhere to Council's Child Safety & Wellbeing Policy and Framework and ensure that any reasonable suspicion of abuse or serious neglect to children or young people is reported.

### **3.4 Risk Management and Occupational Health & Safety**

All employees must:

- a) Take reasonable care for their own health, safety, and wellbeing; and for the health, safety, and wellbeing of anyone else who may be affected by their acts or omissions in the workplace.
- b) Cooperate and abide with all safe working procedures developed by the Pyrenees Shire Council and any other action taken by Council to comply with relevant occupational health & safety legislation or regulation.
- c) Actively participate in the identification and documentation of workplace hazards, and the development of safe working procedures.
- d) Actively encourage other employees to work safely.
- e) Ensure Council's risk management and OHS policies and procedures are observed and complied with at a personal level.
- f) Understand, apply, and encourage others to observe Council's risk management and OHS policies and related procedures.
- g) Ensure the physical security of all property, equipment, and buildings within your area of control or influence.
- h) Report any incident resulting in personal injury immediately.
- i) Actively reduce Council's risk exposure by reporting any issue that may result in an insurance claim (or lead to potential future injury or loss) including incidents, security issues, and all safety hazards and near misses.

#### 4. REQUIRED COMPETENCIES

The Pyrenees Shire Council's Capabilities Framework defines the core skills and abilities of the position in the organisation to achieve excellence and success, and to deliver its Council Plan and strategic priorities:

LEVEL 1 – ALL STAFF		
Competencies	Expectations	Behaviours
Live PSC's Mission, Vision and Values	Be reflective and connect the purpose and practice of your work to the work of PSC. Link everything you do to the PSC's Mission, Vision and Values.	<ul style="list-style-type: none"> <li>Understand, articulate and give expression to PSC's Mission, Vision and Values to others.</li> <li>Take pride in being trustworthy.</li> <li>Represent PSC's highest standards through respectful and ethical expression of the Council's Mission and the shaping of a hope-filled future.</li> <li>Deal with others in an open, honest and respectful manner that fosters trust.</li> </ul>
Apply commercial acumen	Take action and complete tasks in compliance with your delegation of authority. Understand the context in which you carry out your day to day work and the contribution you make to the broader organisation.	<ul style="list-style-type: none"> <li>Show understanding of how resources (time, materials, staffing, etc) link to outcomes. Work to achieve budget or control costs.</li> <li>Establish methods for staying in tune with industry trends.</li> <li>Understand the wider environment in which PSC operates by keeping up-to date with new developments.</li> <li>Be aware of the commercial aspects of PSC; including stakeholders, services and funding that contribute to the financial sustainability of PSC.</li> </ul>
Adapt to and lead change	Understand that PSC needs to make changes and maintain effectiveness when experiencing change.	<ul style="list-style-type: none"> <li>Think positively and remain open-minded even when faced with obstacles.</li> <li>Be resilient and flexible in approach to work.</li> <li>Think creatively when implementing change initiatives in the context of your work.</li> <li>Listen to the changes proposed, provide feedback and contribute to new solutions.</li> </ul>
Deliver stakeholder centric service	Carry out personal actions and tasks with a stakeholder focus and community outcomes in mind.	<ul style="list-style-type: none"> <li>Respond to requests for service in a timely and thorough manner.</li> <li>Do what is appropriate to ensure stakeholder expectations are met.</li> <li>Prioritise stakeholder needs.</li> <li>Follow up to evaluate stakeholder satisfaction.</li> </ul>
Collaborate effectively	Cooperate and collaborate with others to achieve individual and team goals	<ul style="list-style-type: none"> <li>Demonstrate high levels of personal engagement and inclusiveness amongst peers.</li> <li>Be visible and accessible to colleagues; communicate openly and widely to share information and knowledge.</li> <li>Be a team player; share information and see the benefits of working as a team.</li> <li>Keep others informed and up to date about what is happening.</li> </ul>
Communicate with impact	Communicate clearly based on facts and logic; listen and respond appropriately to others.	<ul style="list-style-type: none"> <li>Provide accurate and timely information in the right amounts to others to support their work.</li> <li>Convey facts, concepts and technical information clearly and concisely, using terms that most people can understand.</li> <li>Pay attention and listen to others, taking time to build rapport.</li> <li>Demonstrate respect for others and how they are feeling.</li> </ul>

<b>LEVEL 1 – ALL STAFF</b>		
<b>Competencies</b>	<b>Expectations</b>	<b>Behaviours</b>
Coach and develop	Take responsibility for one's own personal growth and skill development and actively seek out opportunities for learning and self-improvement.	<ul style="list-style-type: none"> <li>• Be personally committed to and actively work to continuously improve yourself.</li> <li>• Understand that different situations and levels may call for different skills and approaches.</li> <li>• Work to deploy strengths and compensate for weaknesses and limitations.</li> <li>• Seek out opportunities for personal growth and development.</li> </ul>
Be responsible and accountable for achieving excellence	Be Mission-aligned and responsible for delivering results through self-examination, perseverance, adhering to regulatory obligations and applying policies and procedures that inform the legal and risk responsibilities of one's role.	<ul style="list-style-type: none"> <li>• Maintain the practice of self-reflection and renewal; examining and nourishing self upon the core values of the Mission, Vision and Values of PSC.</li> <li>• Be accountable to identify and connect legal and risk responsibilities back to your role and know where to find the relevant policies and procedures, particularly the PSC Code of Conduct.</li> <li>• Fulfil all commitments made to peers, co-workers, supervisors and customers; take personal responsibility and accountability of your work and seeing efforts through to completion. Be honest about mistakes.</li> <li>• Persist with assigned roles and tasks until completion, while seeking support when required.</li> </ul>
Know PSC work processes and systems	Confidently use PSC's processes and systems to efficiently carry out day-to-day work.	<ul style="list-style-type: none"> <li>• Demonstrate use of core office applications and other technologies in use in your field of work; ensure the accuracy of data entry and output in support of accurate and timely reporting.</li> <li>• Use computer, telecommunications and audio-visual equipment or other technologies used by the organisation in relation to your work.</li> <li>• Accept responsibility for own performance to deliver work activities on time and to the required standard in agreement with your nominated supervisor.</li> <li>• Understand the steps in work flow to achieve outcomes that appropriately utilise available systems and procedures.</li> </ul>
Make informed decisions	Identify and utilise key data and information available within PSC to make informed decisions.	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of PSC (business) functions, terminology and processes.</li> <li>• Have knowledge and awareness of relevant information sources to aid research and analysis.</li> <li>• Be bold and express your opinion that is based on fact in order to aid team decisions and discussions.</li> <li>• Employ a methodical and logical approach when analysing information to make informed conclusions and decisions that are based on fact.</li> </ul>

## **5. ACCOUNTABILITY AND EXTENT OF AUTHORITY**

- a) Responsible for the image of the caravan park – demonstrated by excellent customer service, accessibility, accountability and responsiveness.
- b) Responsible for the day-to-day operation of the caravan park when the caretaker is on leave or otherwise not on duty.
- c) On call availability to respond to caravan parks users' requirements outside of office hours when the caretaker is on leave.
- d) Ensure a clean and professional working environment and a high standard of service is maintained at all times.
- e) Ensure effective, efficient and appropriate use of resources and equipment allocated to the position.
- f) Accountable for the confidentiality of all documentation / information within the control of the position.
- g) Exercise discretion within standard practices and procedures and complement quality control measures.

## **6. JUDGEMENT AND DECISION-MAKING**

- a) Prioritise daily routine functions with specific allocated tasks.
- b) Demonstrate initiative and innovation when approaching all aspects of the position.
- c) Ensure that any issue involving users of the recreation reserve and caravan park are treated discreetly and confidentially.
- d) Decisions of a non-routine nature must be referred to the Caretaker or Manager Economic Development and Tourism.

## **7. INTERPERSONAL SKILLS**

- a) Capacity to deal with a wide variety of people with varying backgrounds.
- b) Ability to develop a strong customer service ethos.
- c) Well-developed oral and written communication skills
- d) Ability to gain co-operation from others.
- e) Ability to handle difficult situations and achieve a harmonious outcome.
- f) Provide reports on activities to the Manger Economic Development and Tourism.

## **8. MANAGEMENT SKILLS**

- a) Excellent time management skills, meeting deadlines and prioritising workloads.
- b) Ability to plan work in advance, with the ability to complete multiple tasks simultaneously.
- c) To maintain confidentiality and discretion in use of information both from a customer and follow council privacy policies.

## **9. SPECIALIST KNOWLEDGE AND SKILLS**

- a) High level of demonstrated customer service skills and interpersonal skills – competent phone manner.
- b) Competent at managing an online booking system
- c) Ability to design and prioritise own work schedules.
- d) Ability to work without supervision.
- e) Knowledge of use and maintenance of mechanical equipment used in association with recreation reserves and caravan parks ie: tractors, mowers and other minor equipment.

- f) Understanding of caretaking an accommodation facility ie: hygiene principals including use of chemicals and detergents.
- g) Ability to network with other / neighbouring caravan parks and accommodation providers.
- h) Ability to assess items requiring maintenance / repair / replacement.

## 10. QUALIFICATIONS AND EXPERIENCE

### Essential

- a) Demonstrated customer service experience including complaint handling skills.
- b) Computer skills.
- c) Basic machinery maintenance skills.
- d) General maintenance skills - carry out grounds maintenance.
- e) Experience in the use of a chainsaw.
- f) First Aid Certificate required.
- g) Current drivers licence is essential.

### Desirable

- a) Demonstrated customer service experience including complaint handling skills.
- b) Demonstrated experience caretaking an accommodation facility.
- c) Experienced in the management and operation of online accommodation bookings systems such as the Newbook system used at Beaufort Lake Caravan Park.
- d) Chemical users licence.

## 11. AUTHORISATION

The following signatures are required to indicate understanding, agreement, and approval of the position description. This position description is current at the date of issue and is subject to review at least annually, in collaboration with the employee.

<b>Employee signature:</b>	_____	<b>Supervisor signature:</b>	_____
<b>Employee name:</b>		<b>Supervisor name:</b>	<i>Ray Davies</i>
<b>Date:</b>		<b>Date:</b>	
<b>CEO signature:</b>	_____	<b>Manager People &amp; Culture signature:</b>	_____
	<i>Jim Nolan</i>		<i>Norman Prueter</i>
<b>Date:</b>		<b>Date:</b>	