



Our Values

Respect Honesty Commitment Courage

Values only become meaningful when they are translated into behaviours that people engage in and others can observe. They are the cornerstone of 'walking the talk'.

| | |
|------------------------|---|
| Position Title: | Grounds & Facilities Officer – Holiday Parks & Camping Grounds |
| Directorate: | Corporate & Community Services |
| Reports to: | Manager Holiday Parks & Camping Ground |
| Date effective: | Dec 2020 |
| Award Level: | EBA Level 3 |
| Position no: | CAR04 |
| Version: | Version 1 |

1. Purpose

1.1 Primary functions

- Work across all caravan park sites on a rotational basis.
- Fulfil the daily operations and functions of a caravan park grounds in accordance with Council policies and procedures.
- Undertake cleaning, maintenance, and minor upgrades of infrastructure in a professional and safe standard for public use.
- Pro-actively identify and support continuous improvement opportunities in systems and processes to increase the responsiveness and quality of customer service.

1.2 Community strategic goals

Strategic Community Plan 2040



1.3 Key functions and duties

| Key result area | Specific actions | % Time |
|-------------------------------|--|-----------|
| Ground keeping | <ul style="list-style-type: none"> Use small plant and equipment in a safe manner. Undertake and monitor site preparation and caravan park upkeep including raking, sweeping, mowing, whipper snipping, tree pruning and watering grass / trees / shrubs, fertilizing and weeding. | 25 |
| Cleaning | <ul style="list-style-type: none"> Undertake and monitor the cleaning of amenity blocks, laundries, BBQ's, campers' kitchen and other areas / facilities according to maintenance schedules. Use cleaning chemicals in a safe manner. | 25 |
| Facilities maintenance | <ul style="list-style-type: none"> Undertake and monitor general maintenance duties when required. Undertake and monitor building maintenance including painting and minor plumbing. | 10 |

| | | |
|----------------------------|---|--|
| Operational support | <ul style="list-style-type: none"> • Support the team by undertaking other duties as required within the Caravan Parks. • Promote effective team communication and conflict resolution with other team members. • Participate in regular risk audits to identify areas of potential liability and risk mitigation. • Ensure the work of contractors is completed safely and to a professional standard. • Provide direction and support for minor capital works projects as identified within relevant Shire plans and budgets. • Undertake project works in a safe manner, on time and within budget. • Provide advice and support to internal and external stakeholders with regards to events, activities, and business development opportunities. • Respond to caravan park emergencies as a first response and operate the DEFIB as required. • Participate in staff recruitment interviews, as required. • Assist in training Grounds and Facilities staff. • To participate in an afterhours on call/call out roster if/when required and | <p style="text-align: center;">30</p> |
|----------------------------|---|--|

| | | |
|--|---|----------------|
| | to attend to guests needs as they arise. | |
| Administration / Customer Service | <ul style="list-style-type: none"> • Provide front line customer service including operating the reservation and online booking system, general reception duties, telephone queries, e-mails etc. as/when required. • Liaise with internal stakeholders to problem solve as issues arise regarding caravan park operations. • Liaise with long term site holders and annual site licenses. • Liaise with dog owners regarding park regulations. • Provide input into the development of a minor capital works program, annual budget and corporate planning process. • Provide input into the review of relevant Manuals and Safe Operating Procedures. • Comply with the Shire's purchasing and tendering procedures. | 5 |
| Knowledge Management | <ul style="list-style-type: none"> • Identify and research customer information needs to improve customer service delivery. • Ensure opportunities to improve the knowledge management systems are identified and addressed. | 5 |
| General | <ul style="list-style-type: none"> • Contribute positively within a team environment and demonstrate behaviour that enables the achievement of team and directorate goals. • Work in accordance with the State Records Act and Shire procedures and principles. • Work in accordance with Equal Opportunity and Anti-Discrimination legislation and Shire procedures and principles. • Work in accordance with Occupations Safety and Health legislation and Shire procedures and principles. • Adhere to Shire policies and management practices as amended from time to time. • Contribute to attainment and development of relevant Corporate Plan goals and objectives. • Ensure duties as directed by the Manager Customer and Information Services and the Executive are fully undertaken. | Ongoing |

2. Extent of Authority

Under the limited direction of the Chief Executive Officer and as delegated from time-to-time, the incumbent has authority to act within predetermined guidelines, policies, procedures, predetermined budgetary limits and expenditure and in accordance with the statutory provisions of the Local Government Act 1995 and other relevant legislation.

Delegated Authority to: Sign purchase orders or other documents as per the "Authorisation to Sign Documents Register."

3. Relationships

3.1 Responsible to
Holiday Parks & Camping Grounds Manager

3.2 Responsible for

Nil

3.3 Internal Stakeholders

Manager Customer and Information Services
Councillors
CEO
Directors
Managers
Employees

3.4 External Stakeholders

Caravan Park guests and visitors
Community members and groups
Public utilities and authorities
Consultants and other professionals
Contractors and tradesmen
Other hospitality providers
Tourism organisations

4. Position Selection Criteria

| |
|---|
| 4.1 Position essentials |
| Well-developed oral communication and interpersonal skills including conflict management and resolution using tact and diplomacy. |
| Demonstrated physical ability and fitness to complete high demand manual work tasks. |
| Demonstrated experience in servicing and maintaining amenities. |
| Demonstrated experience in maintaining grounds and gardens and operating and maintaining garden equipment. |
| Understanding of sewage systems and ability to unblock drains. |
| Ability to operate as an effective team member. |
| Current WA drivers licence. |
| 4.2 Position Desirables |
| Computer literacy of Microsoft Office in particular Word and Outlook. |
| Demonstrated experience in operating a booking system. |
| Experience in daily operations of a Caravan Park. |
| Working knowledge of Caravan Park industry standards and relevant legislative requirements. |
| Working knowledge of local area, community and issues pertaining to the Shire of Augusta Margaret River. |
| Knowledge of Local Government standards and procedures. |
| Current Senior First Aid certificate and ability to operate a DEFIB. |

5. Parties

| | | |
|--------------------------------|-------------------|--------------|
| Present Occupant Name: | Signature: | Date: |
| Reporting Officer Name: | Signature: | Date: |