

Position Description



GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

Position title:	Caravan Park Assistant Manager
Classification:	CP1
Status:	Full time, ongoing
Location:	Princetown & Port Campbell, Victoria
Approved:	Accommodation Services Manager – January 2025

About the Great Ocean Road Coast and Parks Authority

The Great Ocean Road Coast and Parks Authority (the Authority) was established on 1 December 2020 to deliver better protection and management of the iconic coast and parks of Victoria's Great Ocean Road.

In partnership with Traditional Owners, our role is to manage, protect, rehabilitate and foster resilience of the natural, cultural and heritage values of coastal Crown land and marine waters along the Great Ocean Road.

As a public land manager for the Great Ocean Road coast and parks, we manage a wide variety of public land from National Parks to coastal beaches to town foreshores. We also lead visitation policy and planning for the scenic landscapes along the Great Ocean Road to manage visitation 'hot spots' and provide a great visitor experience.

All revenue raised through our commercial endeavours is reinvested back into the coast to ensure the Great Ocean Road region can be enjoyed now and for generations to come.

About our Accommodation Services Team

Our self-managed coastal Caravan Parks and Cape Otway Lightstation generate the majority of Authority revenue. We are the single largest accommodation provider on the Great Ocean Road with over 800,000 visitor nights annually.

Situated adjacent to some of the most spectacular beaches on the coast, we offer a range of accommodation options for families, tourists, students and visitors.

Our Team currently manages the following accommodation services along the Great Ocean Road:

- Anglesea Family Caravan Park
- Apollo Bay Recreation Reserve
- Cape Otway Lightstation
- Kennett River Family Caravan Park
- Lorne Foreshore Caravan Park
- Marengo Family Caravan Park
- Port Campbell Recreation Reserve
- Princetown Recreation Reserve
- Skenes Creek Foreshore Caravan Park
- Torquay Foreshore Caravan Park
- Wye River Beachfront Campground.

Purpose of the position

The position of **Caravan Park Assistant Manager** is principally to assist the Park Manager with the day-to-day operations and management of the Port Campbell and Princetown Recreation Reserves. The Assistant Manager works under the supervision of the Park Manager and implements their directions.

In the absence of the Park Manager (annual leave, rostered days off), the Assistant Manager shall act on their behalf and assume responsibility for daily management of the site and will perform tasks delegated by management, working autonomously, will deal with customer issues or enquiries that may arise.

When the Park Managers are also on site, the Assistant Manager may perform reception duties or general office duties, be asked to assist with maintenance within the Recreation Reserves, and deal with any customer issues that may arise.

Primary responsibilities

The **Assistant Manager** is responsible for the following. This list is not exhaustive and is only a guideline to the typical duties that may be required.

- Taking a professional and proactive approach to management and the operation of the site.
- Supervise and provide leadership to all site staffing the performance of their duties, as required.
- Leading by example in areas such as customer service, OHS, emergency management.
- Implementing and adhering to relevant Authority systems and processes.
- Liaising with the Park Manager and/or Accommodation Services Manager to deal with issues that may arise in an expeditious time frame.
- Participating, as appropriate, in maintaining a child safe culture at the Authority. Understand your role in preventing, detecting, responding and reporting any child safety concerns to the relevant authorities.

- Inspecting site assets and amenities to ensure cleanliness and identify maintenance improvements.
- Conducting various administrative duties in the site front office, including managing bookings, communicating with guests (e.g., phone, email, in-person), filing and record keeping.
- Assisting Park Manager with various tasks such as the management of staff payroll on a fortnightly basis, purchasing of supplies, generation of reports or other duties as may be required to effectively operate the office and business of the accommodation site.
- Working effectively and productively with staff, contractors, suppliers and consultants.
- Providing staff training and induction of new staff, when required
- Working collaboratively within the team and assisting staff with their duties (administration, cleaning, grounds), as required.
- Providing a high standard of customer service at all times, including dealing with complaints and managing difficult customer issues and situations.
- Liaising with onsite security for the effective management of the site procedures especially relating to the management of noise (after curfew), security procedures (patrols, locking of gates, and restriction of access) and general behaviour issues that may arise.
- Responding to and assisting with emergency calls and incidents.
- Supporting a strong financial performance by the accommodation site, including maximising revenue and minimising expenses.
- Assisting with the implementation of capital works, infrastructure improvements and site upgrades and repairs.
- Enforcing accommodation rules and regulations.
- Act as site Fire Warden, when required.

Key selection criteria

Qualifications and experience:

- Diploma qualification in Business Administration, Hospitality Management, Tourism or related field.
- Minimum of three years' demonstrated experience in a caravan park management and operations, preferably within an environment that has a large volume of bookings.
- Demonstrable experience in coordinating and / or supervising a team, working across a range of rosters and shifts.
- Demonstrated experience and commitment to providing a high level of customer service, including experience successfully resolving customer issues and complaints.
- Experience utilising an accommodation management booking software (e.g. RMS).
- Demonstrable experience with managing budgets, payroll and other financially critical elements of a business.

- Demonstrable experience with the management of operations and the associated maintenance and scheduling of projects.
- Experience in managing health and safety and identification of potential hazards.
- Fire Warden accreditation, preferred.
- Current First Aid certificate.

Knowledge and skills

- Excellent communication (written and verbal) and interpersonal skills, including an ability to communicate with people from a broad range of backgrounds.
- Proven ability to work effectively independently and as part of a team.
- Proficient in the use of computer software using Microsoft Word and Excel.

Terms and conditions of employment

Appointment to this position is subject to the successful applicant being able to:

- Provide a National Police Check Certificate
- Obtain a Working with Children Certificate
- Evidence of Australian Citizenship or Permanent Residency
- Hold a current Australian Driver's Licence.

Special Characteristics

The **Assistant Manager** is required to stay onsite in residence up to three nights per week and manage the night phone and be on call during this time.

- The Assistant Manager is expected to work such hours as are necessary to carry out the functions and responsibilities of the position, including weekends, public holidays and after hours, although there will be some flexibility according to demand and other staff inputs.
- Annual leave cannot be taken during the peak period of November to the Easter school holidays, except with written approval of the Park Manager and the Accommodation Services Manager.
- When staying in the onsite residence the Assistant Manager is required to obey the rules and regulations of the site as are all on site residents.

Organisational relationships

Reports to:	Caravan Park Manager.
Direct reports:	Recreation Reserve staff, in the absence of the Park Managers.
Internal liaisons:	All Great Ocean Road Coast & Park Authority departments.
External liaisons:	Community, Agency and Government stakeholders. Contractors and suppliers. Park visitors and guests.

Applications

Applications for this position close at **9am on Friday, 7 February 2025.**

Applications require:

- A current resume
- Response to key selection criteria

Any questions about this position should be directed to:

Brendan Parker, Accommodation Services Manager on 0455 733 537.

All applications will be treated in strict confidence.