

Position Description



GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

Position title:	Caravan Park Manager
Classification:	CP2
Status:	Full-time, on-going
Location:	Kennett River and Wye River, 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 the Accommodation Services Team

Our self-managed coastal Caravan Parks and Cape Otway Lightstation generate the majority of the 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 service 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 **Caravan Park Manager** position is accountable for the oversight of the caravan park operations at both **Kennett River and Wye River**.

The objectives of the Caravan Park Manager position are to:

- Manage the Caravan Park as a business unit with a focus on exceptional customer service and delivering services within budget.
- Oversee and deliver park management, maintenance, accommodation and customer service and office administration.
- Ensure that accommodation, amenities, facilities and surrounds are maintained and presented to a high standard of quality reflecting the needs and expectations of customers.

Primary responsibilities

The key responsibilities of the **Caravan Park Manager** position include:

- The role is a 'hands-on' position requiring managers to perform administration duties, maintenance duties and other duties as required to ensure the completion of work assignments.
- Directly manage the operations of the Caravan Parks, within parameters set by the Accommodation Services Manager.
- Ensure a strong customer service focus is maintained by staff at all times, placing the customer's needs first, whilst balancing the accommodation requirements of all park customers.
- Supervise and provide leadership to all staff.
- Provide training to staff, as required, in all aspects of their duties.
- Ensure that the accommodation, amenities and grounds, park entry, office and residence are at all times presented to a high standard of cleanliness with attention to detail.
- Perform frequent inspection of Park assets, amenities, surrounds and facilities to identify maintenance requirements, risk minimisation and presentation improvements.

- Maintain on-site accommodation buildings, furniture and fittings, assets and surrounds so that they are in excellent and safe working condition.
- Prioritise maintenance work and establish annual, monthly and fortnightly work schedules in conjunction with the Accommodation Services Manager.
- Respond to and assist with emergency calls and after hours calls for both maintenance and reservations.
- Conduct banking and financial reconciliations and liaise directly with the Authority Corporate Services team for payment of all suppliers and staff payroll.
- Ordering, stock and inventory control of caravan park consumables.
- Supervise service contractors and monitor standards i.e. cleaning, garbage
- Ensure appropriate security services are provided. The role will be shared between the Caravan Park Manager and external contractors.
- Enforce the Park's conditions of occupancy, and (if necessary), evict site holders who breach the conditions.
- Contribute to the Park's upgrade planning and implementation process, including improvements to service delivery, amenity and on-site accommodation and financial performance.
- Ensure the Park is fully compliant with all Occupational Health and Safety policies and legislation, and all work is completed safely.
- Act as the Parks Fire Warden.

Key selection criteria

Qualifications and experience:

- Qualifications in the field of Hospitality Management or related field of study, preferred.
- Minimum of five years' experience in a Supervisory/Management position within the Hospitality Industry, preferably within caravan park management or an environment that has large volume of accommodation bookings.
- Demonstrable experience in staff management, working 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.
- Demonstrable experience with managing budgets, payroll and other financially critical elements of a business.
- Demonstrable experience with the management of large scale (area) operations and the associated maintenance.
- Experience utilising the RMS accommodation management booking software.
- A current First Aid certificate.

Knowledge and skills:

- Practical skills and experience relevant to caravan park management and operations.
- Competent in Occupational Health and Safety / Workplace Health and Safety.

- 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 as part of a team.
- Effective computer skills and experience 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 Work Rights
- Hold a current Australian Driver's Licence.

Organisational relationships

Reports to: Accommodation Service Manager
Direct reports: All caravan park staff at both Kennett River and Wye River.
Internal liaisons: All Great Ocean Road Coast and Parks Authority departments
External liaisons: Community, agencies and government stakeholders.