

Position Description



GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

Position title:	Caravan Park Housekeeper
Classification:	Level 2
Status:	Full-time, ongoing
Location:	Various locations along the Great Ocean Road.
Approved:	Accommodation Services Manager – December 2023.

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 and provide a great visitor experience.

All revenue raised through our commercial endeavours is reinvested 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 ten 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 Housekeeper** is responsible for cleaning and maintaining the public and caravan park amenities, cabins and other facilities as directed, in a clean, tidy and useable condition.

Housekeepers may also be required to undertake basic building maintenance functions from time to time to ensure public safety and functional operation, as directed.

Primary responsibilities

The **Caravan Park Housekeeper** position is responsible to assist with the day-to-day cleaning duties of the Caravan Parks.

Key responsibilities of this position include:

- Performing a range of cleaning duties such as sweeping, mopping, dusting, vacuuming, scrubbing, laundering, making beds, washing dishes, emptying bins, handling rubbish and other general duties in the act of cleaning cabins, communal ablution blocks, kitchens, office buildings and other general buildings and structures on accommodation sites.
- Face to face customer liaison at the accommodation site including the provision of information, dealing with customer complaints, receiving maintenance requests and other customer interactions as may be required.
- Advising management of customer issues as soon as able and in the format directed by the Managers to ensure an efficient and timely transfer of information.
- Handling of stock including rotation of stock, lifting of boxes, linen and other items.
- Adhering to occupational health and safety processes and procedures.
- Accountable for accuracy and timeliness of task output as assigned by management.

Key selection criteria

Qualifications and experience:

- Practical cleaning experience developed in a health, hospitality or aged care environment involving a range of cleaning duties.
- Experience in safe manual handling techniques and use of chemicals (preferred).

Knowledge and skills

- Ability to communicate with people across a broad range of backgrounds.
- Demonstrated ability to work individually and as part of a team.
- A proactive approach to problem-solving.
- Good time management and organisational skills.
- Basic computer literacy skills.

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
- Provide evidence of Australian Work Rights
- Hold a current Australian Driver's Licence.

Special Characteristics

- Standard hours of work are between 8:00am and 6:00pm in off-peak periods and between 8:00am and 12:00am (midnight) in peak periods.
- The caravan park operates 365 days a year and rosters will include working during school holidays and include weekend work and working on Public Holidays.
- Whilst the employee will generally work in one location, they may be required to work in any location for short periods of time to cover absences of other personnel.

Organisational relationships

Reports to: Caravan Park General Manager.

Caravan Park Duty Managers.

Direct reports: Nil.

Internal liaisons: All Great Ocean Road Coast and Parks Authority departments.

External liaisons: Community, agencies and government stakeholders.