

# Role purpose

The Manager will work closely with the Neville Family Group:

- Administer the affairs of the "Campsite" in a professional manner that accords with the directions of the Neville Family Group;
- Provide and maintain a superior level of customer service and satisfaction through prompt, courteous action, attention to detail and quality of work;
- Work cooperatively with the employer to achieve sound governance and stewardship of resources under the control of the "Campsite";
- Ensure that the organisation operates at optimum levels of efficiency and effectiveness; \*safety
- Provide excellent service;
- Maintain a standard of excellence for cleaning and presentation;
- Staff management including rostering, liaising with sub contracted activities staff;
- Ensuring compliance with WHS, compliance and accreditation guidelines, including development and enforcement of policies and procedures, record keeping and food safety logs, ensuring compliance with maintenance standards for all infrastructure and activities;
- Direct management 'on the ground' for all camps, including greeting schools and bookings on arrival, leading activities included in camp programs;
- Liaising with various external stakeholders to ensure the day to day operations of the camp are supported to provide a great experience for all; and
- Provide a fun, supportive and encouraging atmosphere for all staff, students, teachers, and groups attending the camp.

## Key Selection Criteria

Qualifications and experience

- Tertiary qualifications in community development, outdoor education, education, business administration/project management and/or relevant experience.
- At least 4 years' experience in a similar role with proven experience supervising others.
- Current employee WWC check (ESSENTIAL)
- Current police check (ESSENTIAL)
- First Aid Training (ESSENTIAL)
- Drivers Licence (ESSENTIAL)

Skills and abilities

1. **Camping & site management:** sound knowledge of outdoor education & camping sector regulations, policies and best practice, including those for food services, safety and accommodation. Demonstrated experience in facility management. Ability to manage site maintenance projects within budget allocation. Commitment to safety and the delivery of customer focused services.
2. **Leadership:** builds team commitment by demonstrating personal conviction. Supports a process of planning for operational and programming requirements . Effectively leads change and remains flexible.
3. **People management:** clearly defines role expectations, monitors performance, provides timely and constructive feedback and facilitates employee development. Supports staff and people to ensure they are effectively engaged and motivated. Ensures a safe workplace for

self and others.

4. **Team work:** cooperates and works well with others in the pursuit of team goals. Collaborates and shares information. Shows consideration, concern and respect for others' feelings and ideas. Accommodates and works well with different working styles of others.
5. **Relationship development:** identifies issues in common and seeks knowledge to build mutually beneficial partnerships. Identifies and responds to other people's underlying needs. Follows through on promises and builds trust.
6. **Problem solving:** seeks all relevant information for problem solving. Investigates and probes for the facts and liaises with stakeholders. Analyses issues from different perspectives and draws sound inferences from information available. Identifies and proposes workable solutions to problems.
7. **Planning and organising:** sets clearly defined objectives and priorities and operates accordingly, review and adjust as required. Identifies processes, tasks and resources required to achieve a goal. Establishes systems and procedures to guide work and track progress.
8. **Communication skills:** demonstrates excellent verbal and written communication skills. Confidently conveys ideas and information in a clear and interesting way. Demonstrates excellent interpersonal skills and abilities to effectively interact with a diverse range of individuals, groups, staff and committees members.

## Other requirements

Applicants will be required to have or obtain a current Working with Children check, and their employment will be subject to satisfactory completion of a National Criminal History Check.

Flexibility is required in terms of working hours and working 'on call' will be necessary on occasion. The site operates 7 days a week around bookings and group needs.

## Key accountabilities and activities

Key Accountabilities	Key Activities
<p>Deliver effective site management &amp; administration</p>	<p>Provide administration tasks including for example:</p> <ul style="list-style-type: none"> <li>• Attending to the daily communication (email, mail, telephone)</li> <li>• Receipting and banking monies</li> <li>• Invoicing groups</li> <li>• Administering the booking system</li> <li>• Preparing the required work plans and work flow management details</li> <li>• Assist in the preparation and serving of meals to visitor groups</li> <li>• Ensuring food preparation areas are cleaned according to the Site's Food Safety Plan</li> </ul> <p>Coordinate domestic services and building maintenance, including for example:</p> <ul style="list-style-type: none"> <li>• Supervising the cleaning of all facilities at the conclusion of each visitor group in accordance with operating procedures</li> <li>• Working on cleaning shifts on a regular basis to ensure standards are maintained.</li> <li>• Ordering and storage of cleaning requisites</li> <li>• Undertaking routine maintenance of the grounds, buildings and equipment and reporting any items that require outside assistance</li> <li>• Project managing minor capital site improvements</li> </ul> <p>Provide excellent customer service to employees, campers and external stakeholders:</p> <ul style="list-style-type: none"> <li>• Welcoming user groups and campers and providing assistance to make their experience a memorable one.</li> <li>• Effectively handling complaints</li> <li>• Being on call to meet campers needs or responding to an emergency, if necessary</li> <li>• Visiting school and other groups to conduct information meetings with parents, staff, leaders and students.</li> </ul> <p>Manage risk and ensure accurate information, compliance measures and accreditation requirements are in place across all activities and programs.</p> <p>Ensure that site maintenance tasks are carried out in accordance with OH&amp;S procedures.</p> <p>Developing and implementing clear long term and short plans in consultation with the Neville family group.</p>

Managing and developing activity programs	<p>Work with program employees to develop, plan, deliver and evaluate the outdoor programs.</p> <p>Lead activities when required and where appropriate.</p> <p>Ensure activity areas and equipment are clear, tidy and in good working condition.</p> <p>Training program staff to ensure compliance with OH&amp; S requirements</p>
Leading & managing others	<p>Ensure clearly defined goals are established, annual operational plans are in place and that position descriptions remain accurate.</p> <p>Coach and mentor others</p> <p>Prioritise projects, and negotiate work areas with staff.</p> <p>Ensure co-ordination of work plans and projects. Monitor progress of the team's work.</p> <p>Increase the Unit's effectiveness by recruiting, inducting, training, coaching, counselling, and, communicating values, strategies, and objectives.</p> <p>Assign accountabilities, plan, and monitor performance in line with UCA performance review programs.</p> <p>Capacity to step into other senior Management positions to cover leave for short periods (1-4 weeks)</p>
Communicating effectively	<p>Confidently convey ideas and information in a clear and interesting way, understanding the target audience and the objectives of the communication, using audience feedback to refine communication and handle difficult and sensitive communications well.</p> <p>Write briefs, emails and reports using clear, concise and grammatically correct language. Edit written communications to ensure they contain the information necessary to achieve their purpose.</p> <p>Use multiple communications channels to tailor communication to relevant audiences.</p>
Ensuring accountable and sustainable financial management	<p>Ensure site operates within budget and expenditure takes place within the delegation of the role and as approved by the Neville Family Group.</p> <p>Prepare regular reports (and/or at the request of the owner) that include quantitative data.</p>

Demonstrating team work	<p>Participate in team meetings and conversations with peers in a way that encourages collaboration, connection and simpler systems.</p> <p>Maintain effective and respectful relationships.</p> <p>Resolve any conflict that may arise through effective reconciliation methods.</p> <p>Participate in team development activities and exercises to enhance own leadership and foster a culture of team work across the unit.</p>
-------------------------	--