



APPLICATION PACKAGE

Caravan Park Caretaker

Contact:

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Shire of Narembreen
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Caravan Park Caretaker

*Passionate about people and delivering exceptional experiences?
Join Us!*

The Shire of Narembeen is seeking a full-time caravan park caretaker to operate and service the Narembeen caravan park. The caravan park caretaker is the primary point of contact that the Shire of Narembeen has with most visitors and are responsible for upholding the highly rated reputation of the site.

The position offers a degree of flexibility in hours worked and allows the successful applicant to be highly social with visitors, offering the opportunity to meet and connect with people from all walks of life.

Starting as soon as possible, the position offers the successful applicant an above-award wage, Shire-owned accommodation and matching of additional superannuation contributions, up to 5%. For more information refer to the remuneration section of the application package.

Your Key Responsibilities:

- **Promote and Facilitate**
Know and promote the local area to visitors.
- **Manage and Maintain**
Responsible for overseeing most aspect of the Shire's caravan park and upholding the high standard of customer service offered.

How to Apply

To learn more about the duties and responsibilities, download the application package available on our website: www.narembeen.wa.gov.au. For a confidential discussion about the role, reach out to Ben Forbes, Executive Manager Corporate Services, at bforbes@narembeen.wa.gov.au or call (08) 9064 7308 during office hours.

Submit your application by **4pm, Friday 31 January 2025**. Please include your current resume and a cover letter, clearly marked "Private & Confidential – Caravan Park Caretaker" and send it to bforbes@narembeen.wa.gov.au.

POSITION DESCRIPTION



POSITION TITLE	Caravan Park Caretaker
DIRECTORATE	Corporate Services
AWARD	Local Government Officers' (Western Australia) Award 2021
LEVEL	Level 4
STATUS	Part Time
LOCATION	8 Currall Street, Narembreen

POSITION OBJECTIVES

The Shire of Narembreen's caravan park is an essential component of the Shire's operations to promote and facilitate tourism to the district. Narembreen's caravan park is highly regarded by visitors and offers a high level of amenity and customer service. The caravan park caretaker is an essential part of the Shire's team, being responsible for providing and upholding the quality of service that guests have come to expect.

The caravan park caretaker oversees the day-to-day operations, ensuring that cabins, shared areas and the general amenities are regularly maintained and kept clean, tidy and presentable. The caravan park caretaker is also the main point of contact for customer queries and bookings.

DUTIES AND RESPONSIBILITIES

Services to Guests

- Manage bookings of cabins and sites in accordance with established procedures and policies
- Provide high quality ad-hoc customer service to guests
- Maintain the caravan park cabins, laundry, ablution areas, amenities, grounds, lawns and gardens
- Ensure that guests observe established check-in and check-out times
- Ensure that cabins are cleaned and turned-over in-between bookings, as required
- Launder all linens in-between cabin bookings
- Ensure guests treat the caravan park and others with appropriate respect and ensure that proper safe conduct is observed throughout caravan park, including:
 - mediating in the event of any anti-social behaviour
 - enforcing the 10pm noise curfew
 - enforcing the speed limit throughout the caravan park.

Administration

- Receive, document and liaise with the Executive Manager Corporate Services regarding any complaints received
- Solicit customer feedback with surveys and compile reports to guide service delivery
- Review, implement and update procedures where necessary
- Provide input to the annual budget process to improve or expand the facilities and services at the caravan park
- Manage the caravan park inventory of supplies and consumables and manage associated purchases
- Ensure caravan park operations are conducted in compliance with the *Caravan Parks and Camping Grounds Act 1995* and *Caravan Park and Camping Ground Regulations 1997*.

General Duties

- Cash handling and payment processing
- Ensure rubbish bins are ready for weekly collection
- Carry out basic maintenance tasks as minor issues are identified
- Identify maintenance items and, in liaison with the Executive Manager Corporate Services, arrange for timely repairs
- Report all damages to the Executive Manager Corporate Services in a timely manner.

KEY PERFORMANCE REQUIREMENTS

Reviews shall be conducted annually on the following Key Performance Indicators

- Effective management of customer enquiries and complaints and delivery of quality customer service
- Effective coordination and maintenance of guest bookings
- Successful upkeep of the caravan park buildings and surrounding amenities
- Ability to achieve outcomes when working unsupervised
- Use of initiative
- Adherence to Council policies, procedures and work health and safety requirements.

RELATIONSHIPS

Reports to: Executive Manager Corporate Services

Internal Liaison: Councillors, Shire Staff

External Liaison: Caravan park guests
Contractors and suppliers
General public, residents, and ratepayers.

EXTENT OF AUTHORITY

Operates under the direct supervision of the Executive Manager Corporate Services.

CODE OF CONDUCT

Must at all times adhere to the Code of Conduct, ensuring compliance with its standards in all aspects of the role.

DISABILITY ACCESS AND INCLUSION PLAN

Responsible for supporting the Shire of Narembeen's commitment to advancing the principles and objectives of the Disabilities Service Act 1993, including its 2004 amendments, ensuring compliance with the seven standards outlined in the Disabilities Services Regulations 2013, and contributing to the successful implementation of the Disability Access and Inclusion Plan 2024-2029.

EQUAL EMPLOYMENT OPPORUNITY

Responsible for upholding the Shire of Narembeen's commitment to providing a working environment where every employee is treated equally, fairly, and without prejudice, in alignment with the Equal Employment Opportunity Policy and Management Plan.

RISK MANAGEMENT

Responsible for complying with the Shire's risk management policies and procedures, and for reporting any potential risks related to operational procedures.

WORK HEALTH AND SAFETY



Responsible to ensure that a safe and healthy work environment is maintained:

- Undertake duties with compliance to WHS Act 2020, WorkCover Code of Practice and Shire's Policies and Procedures.
- Working safely at all times to protect your own health and safety, and the health and safety of everyone with who you work, and any other person at the worksite.
- Actively participate in risk assessments to ensure high risk activities are identified and controlled. Suggest improvements where required.
- Identify and report workplace hazards and follow all reasonable directions from supervisors with regard to safety.
- Use personal protective equipment as directed by the employer.

EMPLOYMENT CONDITIONS

- A pre-employment medical and current National Police Clearance Certificate is required.
- Signed declaration that the incumbent has read the Shire of Narembeen's Induction Manual and Employee Code of Conduct prior to commencement.

CERTIFICATION

Approved by	Executive Manager Corporate Services	Signature	
Authorised by	Chief Executive Officer	Signature	
Date Reviewed	18 December 2024		

Position Details & How to Apply

If you decide to apply for this position, please include a cover letter outlining your relevant skills and experience and a copy of your resume.

The Shire is an equal opportunity employer and applies merit-based selection techniques. Please read these notes carefully as they are designed to help you understand the Shire of Narembeen's selection process.

Application Checklist

Your application should include:

1. A cover letter introducing yourself
2. A current resume with the details of your experience
3. Names and contact details of at least 2 recent employment references.

Further Information

For further information please contact:

Ben Forbes
Executive Manager Corporate Services
E: bforbes@narembeen.wa.gov.au
T: (08) 9064 7308

Closing Date

Closing date for applications – **4pm Friday, 31 January 2025.**

Remuneration Information

The position offers a cash component of between \$30.00-\$33.00 per hour by negotiation with the successful applicant.

The remuneration of the position at \$30.000 per hour on a full-time (38-hour week) is summarised as follows:

Remuneration component	\$ per annum
Cash Salary (\$30 per hour**)	59,280
Superannuation Guarantee (11.5%)	6,817
Superannuation Matching (up to 5%)	2,964
Leave loading (17.5%)	798
Housing Allowance	5,200
Uniform Allowance	500
Total	\$75,559

***Final hourly rate will be decided by negotiation with the successful applicant.*

Annual Leave

Entitled to 4 weeks paid annual leave each year.

Housing

Residential house available for rent, subject to availability.

Ordinary Hours

By negotiation with successful applicant.