

DOUGLAS

SHIRE COUNCIL

POSITION VACANT

This is an exciting and unique opportunity to be part of an organisation with an energetic and collaborative approach with a commitment to meeting the expectations of customers and the communities of Douglas.

Our organisation offers excellent working conditions and a range of generous employee benefits including flexible working arrangements and supports and encourages our employees with training and professional development opportunities.

Applications are hereby invited for the following position:-

Team Leader Tourist Park and Aquatics (2 Year Fixed Term)

DEPARTMENT: People and Community Services

Douglas Shire Council is an Equal Opportunity employer, promoting workplace diversity and a safety culture with a smoke free environment

APPLICATIONS CLOSE: Friday 30 July 2021

Your application must consist of the following information:-

CHECKLIST

- Cover Sheet**
- Covering Letter addressing the three main elements under the selection criteria:**
 - ≈ Qualifications
 - ≈ Knowledge, Skills and Expertise
 - ≈ People Oriented Skills and Attributes
- Copy of Current Resume**



Applications should be addressed to:

**Douglas Shire Council
Human Resources
PO Box 723
Mossman QLD 4873**

humanresources@douglas.qld.gov.au



**WITH COMPLIMENTS
INFORMATION KIT**

**Team Leader Tourist Park and Aquatics
(2 Year Fixed Term)**

Position Number: 600
Closing Date: Friday 30 July 2021

IMPORTANT INFORMATION REGARDING YOUR APPLICATION

Please read the following information on 'How to Apply' as it will help you with the preparation of your employment application. Be sure to read the details of the Information Kit carefully.

PRE-EMPLOYMENT ASSESSMENT

Following the selection of a preferred candidate Council may require a number of further checks including reference checks, police history / criminal history checks, medical assessment and drug and alcohol test.

EMPLOYMENT ELIGIBILITY

To apply you must be a Permanent resident of Australia, Australian Citizen, New Zealand Citizen or hold the appropriate visa to work in Australia to apply

Privacy Information: Douglas Shire Council is collecting your personal information in accordance with the Information Privacy Act for the purpose of assessing your skills and experience against the position requirements. The information you provide in your application will only be used by authorised Council Officers, including Human Resources and the relevant selection panel members. Your information will not be given to any other person or agency unless you have given us permission or we are required by law.

Application Process

The following information will detail the application process and provide you with the information on “how to apply”.

In most cases, you no longer have to address each individual selection criteria in writing. Instead, you are asked to tailor your application to address three main elements in a covering letter and provide your resume. Please keep the covering letter brief (from two to three pages). Unless specifically requested, there is no need to write individual responses to the Selection Criteria in the Position Description.

What is required?

Using the streamlined process for short listing means your application will be assessed against the three main elements:

- i. **Qualifications**
- ii. **Knowledge, Skills and Expertise**
- iii. **People Oriented Skills and Attributes**

When preparing your application, read through the **Key Duties and Responsibilities and Selection Criteria** within the Position Description and organise your information under the three headings to create your covering letter. You can use the Selection Criteria to help you identify how your knowledge, skills, experience, personal attributes and qualifications are most relevant to the position.

Qualifications

Include details of and where you attained any education, training, qualifications, tickets and licences including those you are working towards.

Knowledge, Skills and Expertise

Identify relevant knowledge, skills and work experience as it relates to this role. Your response might provide examples that give details of the nature and extent of your experience, skills, responsibilities and any notable accomplishments or achievements.

People Oriented Skills and Attributes

These are personal characteristics you possess that would make you successful in this role. For example if you are articulate and a good listener and the role requires you to provide excellent communication skills you need to demonstrate situations where you have exhibited this and how it will be of benefit to the role.

The chairperson of the selection panel may contact you for further clarification of your application during the short listing process.

Addressing the three main elements

When addressing the three main elements you should ensure that your responses are relevant to the position. Using bullet points with examples is a simple approach to demonstrate how you meet the requirements of the position. When using examples try keeping to the following STAR principles:

Situation - What was the situation? Start by providing an example of where and when you carried out a specific task, used a required skill or demonstrated the particular knowledge.

Task - What were the tasks involved? Write about what your role was and what you did or were responsible for such as the tasks or duties you undertook that demonstrate your skills, knowledge or ability.

Action - What actions did you take to achieve the tasks? What skills, knowledge or ability did you use, what did you do and how did you do it?

Result - What resulted from the actions you took? What did you achieve and what were the results of what you did?

DOUGLAS SHIRE COUNCIL
GENERAL CONDITIONS OF EMPLOYMENT

- POSITION:** Team Leader Tourist Park and Aquatics - 600
- LOCATION:** Mossman Pool and Caravan Park
- CLASSIFICATION:** Level 4
- SALARY:** Range \$77,700.04 to \$82,990.89 per annum. Level on appointment will be dependent on qualifications and experience. A locality allowance is also payable - \$887.90 with no dependants or \$1,775.80 with dependants.
- AWARD:** Queensland Local Government Industry (Steam A) Award – State 2017
- LEAVE:** Five (5) weeks annual leave and fifteen (15) days sick leave per annum. Annual Leave Loading applies. A nine (9) day fortnight rostered day off system also applies.
- SUPERANNUATION:** Contributions to Superannuation through membership of the Local Government Scheme or a complying fund is available on appointment at the appointee's election, or compulsory on completion of twelve (12) months service. Contributions - employee 6% of salary, employer 12% of employee's salary.
- Employer contributions – 10% of employee's salary if you choose not to contribute within the first twelve (12) months of employment. A medical examination may be required.
- APPLICATIONS:** Applications can be submitted by:
- Email to: humanresources@douglas.qld.gov.au
- By mail and marked as follows:
Private and Confidential
Douglas Shire Council
Human Resources
PO Box 723
MOSSMAN QLD 4873
- CLOSING DATE:** **Friday 30 July 2021**

Position Applied for: Team Leader Tourist Park and Aquatics - (Two (2) Year Fixed Term)
Position Number: 600

Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/>	Date: _____ Given Names: _____ Family Name: _____ Preferred Name: _____
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Postal Address: _____ _____ Home Address: _____ _____	Telephone Numbers: Home: _____ Mobile: _____ Preferred Contact Number: _____ Email: _____
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Have you previously worked for Douglas Shire Council?	<input type="checkbox"/> No <input type="checkbox"/> Yes	Dates: _____
Are you a current employee of Douglas Shire Council?	<input type="checkbox"/> No <input type="checkbox"/> Yes	Dates: _____

<i>Current Employees must complete:</i>	Employee No: _____	Classification Level: _____
Position Title: _____		
Department: _____	Supervisor: _____	

Are you currently being represented by an external recruitment agency?	<input type="checkbox"/> No <input type="checkbox"/> Yes	Name of Agency: _____
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In order for Douglas Shire Council to monitor its advertising effectiveness, could you please indicate where you located this advertisement: (Please tick)

Douglas Shire Council website
 Council's Facebook
 Other Newspapers:
 On-line (please specify site, e.g. seek.com, CouncilJobs.com, lgjobs.com.au):

This section is Optional: Do you identify with any of the following groups? (Please tick)

Aboriginal / Torres Strait Islander
 Disability
 English as Second Language

Applicant Consent Details (Please Tick):

I consent to my application being considered for other similar positions within Council over the next 6 months and I consent to my application and personal information being forwarded to the relevant Council Officer for consideration.

NB. By ticking this box it does not automatically mean that your application will be considered for all positions at Council. A separate application must be submitted for each vacancy.

Applicants Signature:

Position No: 600
Last Updated: June 2021

<u>POSITION:</u>	Team Leader Tourist Park and Aquatics (Two (2) Year Fixed Term)
<u>DEPARTMENT:</u>	People and Community Services
<u>UNIT:</u>	Community and Economic Development
<u>ORGANISATIONAL RELATIONSHIP:</u>	Reports to: Manager People and Community Services Supervises: Administration Officer (Pool), Labourer Facilities and Amenities, Kiosk Attendants and Pool Attendants.
<u>AWARD CLASSIFICATION:</u>	Level 4
<u>CONDITIONS OF EMPLOYMENT:</u>	Queensland Local Government Industry (Steam A) Award – State 2017 Commitment to Council's policies, procedures, Enterprise Bargaining Agreement and other legislative requirements in relation to Best Practice, Equal Employment Opportunities (EEO), Anti-Discrimination and Council's Code of Conduct.
<u>HOURS OF DUTY:</u>	Nominally 72.50 hours per fortnight as per the nine (9) day fortnight roster as per Agreement. Attendance at meetings and events outside of standard working hours is a requirement of this position.
<u>DELEGATIONS:</u>	Delegations as per the Delegations Register.
<u>EXTENT OF AUTHORITY:</u>	Freedom to act within defined established practices. Assistance is available when guidance is required. Works under general supervision.
<u>WORKPLACE OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES:</u>	The employee shall comply, so far as is practicable, with the Work Health and Safety Act, Regulations, Codes of Practice and Council's Workplace Health and Safety Management System, Safe Work Method Statements, Policies and Procedures and shall comply with instructions given by his or her Manager and / or Supervisor in respect of the Health and Safety of themselves and the Health and Safety of other persons.
<u>PRIMARY OBJECTIVES OF THE POSITION:</u>	The Team Leader Tourist Park and Aquatics will be accountable for the Facility's operational, financial and program deliverables including safe operations of the pool. Develop and execute plans through engagement with the Council, key stakeholders, and the community to drive the Facility's overall success.
<u>KEY DUTIES AND RESPONSIBILITIES:</u>	<u>Management:</u> <ul style="list-style-type: none">• Take a professional and proactive approach to management and the operation of the Caravan Park and Pool.• Comply with and enforce all policies, procedures and regulations set by Council.• Lead and drive a high-performance community

mindful culture through highly visible and hands-on leadership and team engagement.

- Provide staff with mentoring and training to encourage skills development.
- Lead by example in areas such as customer service, Workplace Health and Safety and emergency management.
- Maintain a high value relationship with Council.
- Ensure the smooth day-to-day running of the facility, office and reception.
- Undertake other relevant duties as required by Manager People and Community Services.

Administration:

- Ability to prepare routine administrative paperwork, including good report writing skills.
- Ensure end-of-day and/or end-of-shift procedures are completed safely, accurately and efficiently.
- Ensure work records including hourly visitation, pool tests, corrective measures, plant room checks and as required financial records, and membership records are maintained by the relevant staff members.
- Provide reports to Council on patronage and financial information on a regular basis.
- Identify hazards, assess hazard risks and report any injury or near miss immediately.
- Manage the office, administration and day-to-day financials.

Marketing & Promotion:

- Promotion of tourist park through booking platforms, OTAs, social media channels and destination marketing channels.
- Regular promotion of review channels such as Google, TripAdvisor, Wikicamps etc.
- Regularly updating internet and social media to enhance customer experience.
- Promote pool activities – birthday parties, learn to swim programs and other events.
- Develop activation strategies for the pool.

Staff Management:

- Working effectively and productively with other Park and Council staff, contractors, suppliers and consultants.
- Ensure staff are adequately trained and competent in safety operations of all pool activities.
- Provide direction to lifeguards, including rotation and task allocation.

- Flexible approach to working rosters, effectively managing rosters in-line with demand.
- Manage staff to ensure effective office and reception functions of the facility and manage cleaning and maintenance staff.
- Providing staff training and induction of new staff when required.
- Working collaboratively within the team and assist staff with their duties, if required.

Customer Service:

- Implement safety standards and practices and manage staff to ensure safety of all patrons is upheld.
- Ensure the facility is maintained in accordance with the high standard of cleanliness and hygiene required for a Council facility.
- Ability to react calmly and effectively in emergency situations and when incidents occur.
- Maintain a high standard of park grounds, accommodation, and facilities by supervising general grounds maintenance, renovation, and repairs.
- Ensure outstanding customer service experience in guest care and front office/reception.
- Respond to and assist with emergency calls and incidents.

Finance:

- Accountable for managing the financial performance of the caravan park and learn to swim program, to achieve the goals and targets as set out by Council, including maximising revenue and minimising expenses
- Assisting with the implementation of capital works, infrastructure improvements and pool and park upgrades and repairs.
- Comply with Council's purchasing and tendering procedures.
- Ensure all corporate information is captured within Council's business systems adhering to Recordkeeping policies and procedures.

SELECTION CRITERIA:**Essential:****Qualifications**

- Minimum two (2) years' experience in a management role in a similar hotel, tourism, caravan park and/or aquatic facility operational role or relevant experience in the Hospitality industry.
- Current First Aid Certificate (HLTAID003) or ability to obtain.
- Current CPR Certificate (HLTAID001) or ability to

obtain.

- Possession of a Working with Children Check (blue card check).
- Hold a current "C" class driver's licence.

Knowledge, Skills & Abilities

- Working knowledge of tourism, in particular Far North Queensland.
- Working knowledge of tourism marketing.
- Possess sound computer skills, including knowledge of a tourism reservation system.
- Possess the right attitude and approach to work, focused on providing the very best guest and customer experience without exception at all times.
- Demonstrated supervisory experience of small dynamic teams.
- Demonstrated experience with managing budgets, timesheets and other financially critical elements of a business.
- Reliable and dependable with a strong work ethic.
- Able to coordinate simultaneous competing tasks.
- A self-starter and able to manage own performance against agreed outcomes.
- Able to work well both individually and as a member of a small team.
- Flexible in their approach to work to complete unforeseen tasks as the need arises, including willingness to work outside rostered hours if required.

People Oriented Skills & Attributes

- Strong communication skills (written and verbal) and interpersonal skills, including the ability to communicate with people from a broad range of backgrounds.
- Ability to instruct, recruit, train and implement team goals to achieve Council objectives.
- Ability to relate in a courteous and diplomatic manner, including experience successfully resolving customer issues and complaints particularly in dispute situations.

Desirable:

- Qualification in the field of Hospitality Management or related field of study.

PERFORMANCE INDICATORS:

It is expected the incumbent will:

Management:

- Safety of visitors and staff is upheld at all times.
- Ensure accurate and complete records and registers are maintained in the allocated areas

- Ensure a commercial return is achieved.
- Work with limited direction.
- Maintain effective relationships with internal and external stakeholders whilst upholding the Core Values of the Council, including Council's Code of Conduct.

Quality:

- High attention to detail and proactive application of safety.
- Maintain all compliance requirements of the Council and Royal Lifesaving Australia.
- Deliver on Key Results as required for job performance.
- Attention to detail and accuracy.

Service:

- Ensure a high customer service experience is delivered to all patrons of pool and caravan park.
- Communicates in a professional and polite manner.

Strategy:

- To act in the best interest of Council at all times, to display Council's Core Values and follow all relevant codes of conduct.
- Assist in the development and review of policies, processes and procedures.
- Regular reporting as required by Council, of progress with work and other key results.
- Contribute to strategic direction and plans to enhance facility and property services.
- Manage time and multiple tasks effectively.

Safety:

- Comply with all applicable health, safety and environmental rules and laws, regulations, and statutory obligations at all times.
- Always uphold public safety.
- Prompt reporting on Workplace Health and Safety problems or areas for improvement to Council.
- Demonstrate a high standard of personal safety and a commitment to the safety of fellow workers.
- Carry out all duties with care and attention.
- Adhere to all directives concerning Workplace Health and Safety by Council, the Workplace Health and Safety Advisor or other person.