



Riverside Holiday Park Relief Caretaker

Thank you for your interest in applying for the position of Riverside Holiday Park Relief Caretaker with Hindmarsh Shire Council.

Please find enclosed an information package for the position. The package includes the following documents:

- Employment details;
- Benefits of working with Hindmarsh Shire Council;
- Position Description;
- Key selection criteria; and
- Details on applying for a position with Hindmarsh Shire Council.

For general details of the Council, please refer to the following website:
www.hindmarsh.vic.gov.au.

For further information about the position or duties involved, please contact Garry Salt, Coordinator Facilities and Environment, on (03) 5391 4444 or hr@hindmarsh.vic.gov.au.



Opportunity this way...

Hindmarsh Shire is a vibrant and progressive rural council, rich in history, natural wonders and a strong community spirit.

Our Hindmarsh community enjoys excellent recreational assets, sporting clubs, modern hospitals and first-rate educational facilities. Our region is renowned for its peace and quiet, fresh country air, neighbourly spirit and open spaces. There is plenty to see and do in Hindmarsh, with something on offer for everyone.

At Hindmarsh Shire Council, we offer a rewarding career, with excellent working conditions and a positive team-focused culture.

We're a dedicated workforce, proud to deliver a huge array of services to our local community and striving to make a difference.

As we provide a diverse range of services to the Dimboola, Jeparit, Nhill, Rainbow and surrounding communities, employment opportunities cover a wide range of roles including Administration, Community Development, Customer Service, Engineering, Finance, Home Care, Human Resources, Information Technology, Works Team, Town Maintenance, and Management.

We are widely recognised as an Employer of Choice: we are committed to providing professional development opportunities, family friendly policies, and a safe workplace environment for our motivated and enthusiastic employees.

Some of the benefits of working at Hindmarsh Shire Council include:

- Above Award pay rates
- Annual pay increases via Enterprise Agreement
- Commitment to work-life balance
- Annual Leave Loading
- Employee Assistance Program
- Active Social Club
- Salary Sacrifice opportunities for superannuation
- Rates deductions via payroll for employees owning a property in the Shire
- Ability to purchase additional annual leave via Enterprise Agreement
- Car parking
- Volunteer Leave

Take the opportunity to join our team at Hindmarsh Shire.

**Employment Details for the Position of:
Riverside Holiday Park Relief Caretaker**

<u>Status:</u>	Casual
<u>Location:</u>	The position will be based at the Riverside Holiday Park, Dimboola
<u>Award:</u>	Victorian Local Authorities Award 2001
<u>Enterprise Agreement:</u>	Hindmarsh Shire Council Enterprise Agreement No 8, 2016
<u>Classification:</u>	Band 3 per the Victorian Local Authorities Award 2001 and Hindmarsh Shire Council Enterprise Agreement.
<u>Salary:</u>	\$34.65 per hour (including Casual Loading), plus Superannuation (compliant with Government requirements)
<u>Superannuation:</u>	Council will contribute the compliant percentage of salary to a complying superannuation fund nominated by the employee. If an employee fails to nominate a complying fund the council will make the contributions to the Local Authorities Superannuation Fund, known as Vision Super.
<u>Qualifying Period:</u>	This position is subject to an initial six (6) month qualifying period.
<u>Pre-Employment Medical:</u>	It is a condition of employment that appointees must undertake a pre-employment medical examination at the Council's cost. A medical provider must certify that the successful applicant is capable of carrying out the physical demands of the position.
<u>Police Check:</u>	It is a condition of employment that appointees must undertake a police check prior to commencement of work.



HINDMARSH SHIRE COUNCIL

POSITION DESCRIPTION

1. **POSITION IDENTIFICATION:**

Position: Riverside Holiday Park Relief Caretaker
Department: Infrastructure Services
Starting Point/Location: Riverside Holiday Park
Classification: Band 3 per the Victorian Local Authorities Award 2001 and Hindmarsh Shire Council Enterprise Agreement
Employment Type: Casual

2. **CURRENCY:**

Current Version Number: 1.01 **Approved:** August 2018

Name of Occupant:

Signature: _____ **Date:** _____

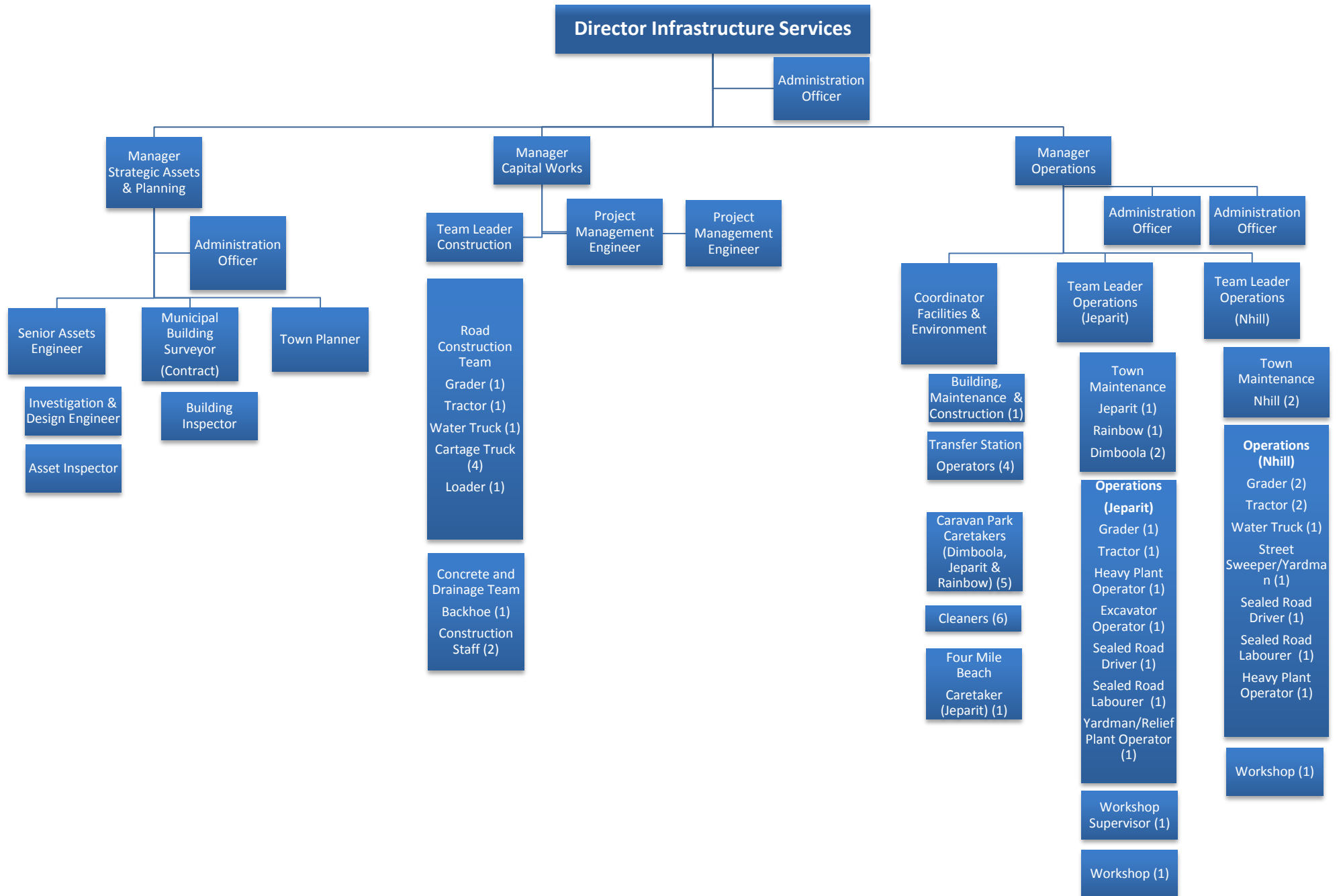
Prepared By: Helen Thomson **Date** 5 December 2018

Approved By: Greg Wood **Date** 5 December 2018

H.R Approved: Helen Thomson **Date** 5 December 2018

Version History: N/A

DEPARTMENT STRUCTURE:



3. POSITION OBJECTIVES:

This role will oversee the general operation and maintenance of the Riverside Holiday Park in a relief capacity.

The Relief Caretaker is responsible for the general operation and maintenance of the Riverside Holiday Park, including ensuring it is kept in a good state of cleanliness and that all amenities and surrounds are maintained.

The Relief Caretaker will provide an outstanding level of customer service as the first point of contact for all visitors to the Park.

4. KEY RESPONSIBILITY AREAS:

Caravan Park Operation

- Maintain the amenities in a clean and tidy state at all times.
- Collection of fees from park patrons.
- Delivery of fees on a minimum weekly basis to the Dimboola Customer Service Centre for receipt and banking.
- Handle all visitor bookings for the Holiday Park and respond to booking enquiries.
- General duties on a regular basis which may include:
 - Empty rubbish bins.
 - Disinfect toilets, clean hand basins, toilet bowls and mirrors.
 - Sweep and/or wash showers and toilet areas.
 - Sweep toilet amenities.
 - Pick up any loose litter.
 - Report any items of maintenance required to Council.
 - Refill toilet paper and hand towels in toilets.
 - Mowing of lawns and general maintenance of the grounds.

Corporate Responsibilities:

- Perform all duties in a courteous, efficient, friendly and professional manner.
- Immediately inform the Coordinator of Facilities and Environment of any issues likely to adversely affect the performance, image or public perception of the Council.
- Immediately report any illegal activity within the organisation as per Council's policy.
- Adhere to Occupational Health and Safety policies, procedures and guidelines and use all necessary safety equipment provided and to report any defect in any such equipment, or workplace hazards as soon as they come to your attention.
- Be respectful, encouraging, cooperative, and helpful to all fellow employees, and observe the principles of equal opportunity, non-discrimination, and non-bullying.
- Refrain from making public statements or issuing comments to the media unless specifically authorised by the Chief Executive Officer.
- Ensure due care is exercised in the use of buildings/equipment issued or entrusted to you, and that proper maintenance is carried out on a regular basis.
- Responsible for creating full and accurate records of activities and decisions, and observing records management procedures in accordance with standards laid out in the Record Management policy.
- Contribute to the continuous improvement and productivity of the organisation's operations.

5. ORGANISATIONAL RELATIONSHIPS:

Reports to: Coordinator of Facilities and Environment

Supervises: Nil

Internal Contacts: Riverside Holiday Park Caretaker, Chief Executive Officer, Director Infrastructure Services, Coordinator of Facilities and Environment, Contracts Manager, Tourism Officer, Customer Services team, Dimboola Town Maintenance staff, and other Council staff.

External Contacts: Park patrons

6. OCCUPATIONAL HEALTH AND SAFETY:

Council is committed to providing and maintaining a safe and healthy workplace for its employees, contractors, volunteers and members of the public. Whilst at work, an employee must:

- Take reasonable care for their own health and safety.
- Notify the Team Leader of their inability to carry out any physical task that is outside their capability.
- Take reasonable care for the health and safety of persons who may be affected by the employee's acts or omissions in the workplace.
- Co-operate with respect of any action taken by Council to establish and maintain occupational health and safety systems and procedures, including the completion of Job Safety Analysis (JSA).
- Complete Accident, Hazard and Near Miss Reports in a timely manner.
- Must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health and safety.
- Use protective equipment or clothing provided by Council at all required times.
- Employees should immediately notify their Team Leader in the event of any injury, near miss, damaged equipment or other workplace hazard.

Actively participate in Council safety programs.

7. RISK MANAGEMENT:

Whilst at work, an employee must:

- Contribute to making Hindmarsh Shire as risk free as possible for all employees, residents and visitors.
- Take all reasonable action to protect Council assets from damage and or loss.
- Perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.

8. ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- The Riverside Holiday Park Relief Caretaker will utilise a range of basic skills to undertake a broad range of tasks.
- The Riverside Holiday Park Relief Caretaker may supervise work or provide on-the-job training, based on their skills and/or experience, to employees of the same or lower levels.
- Work performed falls under specific guidelines and there is some discretion on a daily basis.

9. JUDGEMENT AND DECISION MAKING:

- Personal judgment is required to follow predetermined procedures where a choice between more than two options is presented.
- Work performed falls within general guidelines but with scope to exercise discretion in the application of established practices and procedures.

10. SPECIALIST KNOWLEDGE AND SKILLS:

- Basic knowledge of cleaning practices.
- Basic customer service.
- Basic knowledge of local tourist attractions.
- Basic knowledge of the Residential Tenancies (Caravan Parks and Standards) Regulations 2010.

11. MANAGEMENT SKILLS:

Nil

12. INTER-PERSONAL SKILLS:

- Good oral communication skills to enable communication with clients, members of the public and other employees.

13. QUALIFICATIONS AND EXPERIENCE:

- Basic cleaning experience.
- Past experience in dealing with customers in a polite and friendly manner.
- Past experience in caravan park operation or the hospitality industry.

14. EQUAL OPPORTUNITY:

Hindmarsh Shire Council offers a work environment free from discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment

15. PRIVACY AND CONFIDENTIALITY:

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Information Privacy Act, the Health Records Act and Council's Confidentiality policies.

Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.

KEY SELECTION CRITERIA:

The following key selection criteria will be used as a tool to assist in the selection of the most suitable applicant.

Applications must address the key selection criteria.

- Past experience in caravan park operation, the hospitality or customer service industry.
- Sound general maintenance and cleaning experience.
- Ability to provide a high level of customer service
- Good communication and interpersonal skills, with the ability to communicate with a broad range of people.
- Basic computer skills, with the ability to learn the use of an online reservation system.
- Basic experience in cash handling.

- END -



Applying for a position with Hindmarsh Shire Council

This guide has been designed to assist you in applying for a position with the Hindmarsh Shire Council. It will provide you with some tips and ideas for ensuring that your application and your interview are high quality and relevant.

How to Apply

The primary function of an application is to provide sufficient information about your education, work history and experiences to allow the Selection Panel to decide whether you should be interviewed for the positions.

Applicants should prepare the following information:

- A covering letter
- A separate attachment addressing the Key Selection Criteria
- A current resume

Addressing the Key Selection Criteria

Applicants are required to address the Key Selection Criteria referred to in the Position Description (PD). Selection Criteria are used in the PD to describe the skills, knowledge, qualities, abilities, experience and qualifications needed to successfully undertake the role.

Addressing the Key Selection Criteria should be written as a separate document and submitted together with your resume and brief covering letter.

Do: Read the Position Description.
Note the closing date for applications (late applications will not be considered).
Address the Key Selection Criteria in your application and detail how your skills, abilities, experience and qualifications meet these criteria.
Ensure you provide a telephone contact number in your application.

Don't: Assume that the Selection Panel knows anything about you
Submit a generic application
Attach original certificates or references (please send photocopies only as they will not be returned)
Don't be deterred if you do not obtain an interview. Consider why you may have not been chosen and then, if necessary, ask the contact person for some feedback on your application.

Submitting Applications (Applications should be marked Private & Confidential)

Mail to:

Attn: Human Resources Coordinator
Hindmarsh Shire Council
PO Box 250
NHILL VIC 3418

Deliver in person:

Attn: Human Resources Coordinator
Hindmarsh Shire Council
92 Nelson Street
NHILL VIC 3418

Email to:

hr@hindmarsh.vic.gov.au

Assessment of Applications

- Each application will be assessed against the Key Selection Criteria for the position.
- Applicants who most closely meet the Criteria will be offered an interview
- Applicants not short listed for interview will be advised in writing.
- Applicants not short listed for interview will be able to ask the Human Resources Coordinator for feedback on their application.

The Interview:

- You will be contacted by phone if you have been selected for an interview
- You will be provided with details regarding the time, day and location of the interview
- The interview panel will usually consist of three panel members, including the Manager / Supervisor of the position
- During the interview, panel members will ask questions to determine who will be the best candidate for the position
- You will have an opportunity in the interview to ask questions
- If you have not provided referee details on your resume, be prepared to provide them at the interview
- Referee checks will be conducted for the preferred candidate at the conclusion of the interviews.
- Please be on time for your interview
- Please contact HR if you cannot attend the interview or wish to withdraw from the process.

After the Interview:

The successful interviewed applicant:

- Will be notified by phone
- Will have the relevant pre-employment checks conducted
- Will agree on a start date and a letter of offer will be sent, outlining terms and conditions of employment.

The unsuccessful interviewed applicants:

- Will be advised by telephone of the interview panel decision, followed by a letter confirming the outcome
- Is able to ask the Human Resources Coordinator for feedback on their application and interview.

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