

1 Schedule "A" – Duties and Responsibilities

POSITION TITLE	Birdsville Lodge Manager & Birdsville Tourist Park Manager
WORK AREA	Birdsville Lodge and Wirrarrri Centre
DEPARTMENT	Community Sustainability
AWARD / LEVEL	Contract
INCUMBENT	Larry Gilchrist

CORPORATE VALUES:

Council's strategic directions and day-to-day activities are guided by the following values and accountabilities:

- Customer service
- Respect for others
- Responsiveness and accountability to the community
- Commitment to ecologically sustainable development
- Honesty and fairness
- Equity and access
- Open communication
- Cooperation and understanding
- Economy and efficiency
- Excellence, innovation and leadership
- Recognition of the skills and commitment of others.

PURPOSE OF POSITION:

The Birdsville Lodge Manager & Birdsville Tourist Park Manager exercises overall management responsibility for the operations of the Birdsville Lodge & Birdsville Tourist Park including:

- providing excellent customer service,
- managing the day to day operation of the park;
- liaising and working with the Birdsville Lodge Manager to share and manage resources;
- maintaining the facilities and grounds to agreed standards,
- developing marketing and promotional strategies,
- developing designs and strategies for improving the facilities and grounds;
- operating within budgetary constraints and in line with Councils Corporate Plan, annual operational plans, and appropriate business plans.

REQUIREMENTS OF THE JOB

Skills & knowledge

- Required
 - Extensive experience in the management of Tourist Park accommodation facilities and comprehensive knowledge of related legislation, policies and procedures.

- Demonstrated ability to provide professional vision and foresight, motivate staff & promote strong work ethics and a strong team focus with a high level of honesty, reliability, commitment, flexibility and self-motivation.
- Excellent communication, literacy, numeracy and information technology skills – particularly Microsoft Word, Excel, Outlook, RMS
- Good understanding of Workplace Health & Safety with the expectation to participate in training to maintain current with legislative changes.
- A good knowledge and understanding of Corporate and Operational Planning, administrative systems and processes
- Current “Open” Drivers Licence
- Desirable:
 - Formal (tertiary level) qualifications in business, management, tourism, marketing, or communications is high desirable.
 - A working knowledge of current Human Resources practices.

KEY RESPONSIBILITIES AND OBJECTIVES

Council Relationships

To ensure that Council through the Community and Sustainability Manager is kept informed of all significant issues and to establish a cooperative and harmonious working relationship with Councillors

Strategic Planning

To initiate, develop and implement long term strategies and plans in order to ensure that the Council's long term goals for the Birdsville Lodge and Birdsville Tourist Park are developed and then met in a context of changing needs, opportunities and constraints.

Operational Management

To manage the operations of the Birdsville Lodge and Birdsville Tourist Park in accordance with Council policies and procedures while ensuring continuous improvement is achieved within budget.

External Relationships

To develop and strengthen Council's relationship with all sectors of the local community, the wider business community, other Local Government authorities, and other external agencies.

Human Resource Management

To maintain an organisational structure for the Birdsville Lodge and Birdsville Tourist Park which meets the current needs and future directions of Council; to manage a complex workforce which has a mix of skills and experience in an efficient manner.

Finance and Asset Management

To ensure the Council's financial and physical resources allocated the Birdsville Lodge and Birdsville Tourist Park are managed to the long term benefit of the Council, and to ensure that all statutory requirements are met.

Personal Competencies

To lead a strong multi-disciplinary and highly effective team with strength, presence and a committed team approach to organisational management.

WORKPLACE HEALTH AND SAFETY RESPONSIBILITIES AND OBLIGATIONS

- Executive managers are obligated and responsible to the Chief Executive Officer for the health and safety of all employees, contractors, visitors and volunteers at workplaces that are under their control and have the following specific responsibilities and obligations.
- Providing leadership and support for the promotion of the Diamantina Shire Council Safety Management System – (DSC SMS).

- Ensuring a safe work environment and safe system of work are provided for all employees, contractors, sub-contractors, apprentices, Trainees, work experience students, volunteers and visitors.
- Ensure sufficient resources are allocated to effectively support and improve WHS.
- Ensure WHS objectives, KPIs, targets and reporting timeframes are included in council's current Safety Management System.
- Review monthly WH&S Statistics and ensure new actions have been adopted for any non-completed items of the monthly / quarterly action plans and any rectification action plans that have been reported as outstanding.
- Ensuring WH&S is a standard agenda item for scheduled management and team meetings.
- Providing support and authority to coordinators and supervisors to ensure they are able to meet their 'obligations' in accordance with the requirements of the WH&S legislation, policies and procedures.
- Undertake random visits at relevant sites to ensure WHS Procedures and Safe Work Method Statements are being followed.
- Attend Health and Safety Committee Meetings and Daily Pre-Starts where possible.
- Conducting hazard inspections at all relevant workplaces in accordance with the 'Hazard Inspection Schedule'.

PERFORMANCE STANDARDS

- Develop strong alliances, partnerships and networks with other Councils in the region, local businesses, community clubs, and government agencies and departments.
- Create records proactively, even those that would not otherwise be created from activities such as telephone conversations, verbal decisions, meetings and conferences.
- Professional level of advice and assistance provided to Council, Chief Executive Office and other senior staff and prompt reporting of any difficulties encountered to Community Sustainability Manager.
- Achieve goals, relevant to the area of responsibility, in accordance with Councils Corporate, Operational Plan and budget.
- All reporting is completed prior to deadlines.
- Achieve the timely and effective implementation of Council's resolutions.
- Actively encourage and support the development of staff, provide regular feedback on performance and ensure annual performance review are undertaken with all staff in accordance with Council's Performance Review procedure.
- Compliance with all Council Policies and Procedures, including Council's Code of Conduct. Co-operate with colleagues and show punctuality, due respect and courtesy at all times.
- Systems and processes are integrated across all operational areas of Council
- Compliance with Councils Workplace Health and Safety policy and procedures.
- Provide efficient and prompt customer service to all customers, internal and external.

ORGANISATIONAL RELATIONSHIPS

- Reports to: Community Sustainability Manager.
- Responsible for all staff working at the Birdsville Lodge & Birdsville Tourist Park.
- Internal Liaisons: Chief Executive Officer, Deputy CEO, Infrastructure Manager, Governance and Environment Manager, Community Sustainability Manager, Birdsville Town Supervisor, colleagues and all employees.
- External liaisons: Other local governments, local businesses, relevant government departments, Councillors, Caravan Park associations, Tourism associations.
- Accountable to: Community Sustainability Manager.