



## 2025 003 Riverside Holiday Park Caretaker

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

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

- Benefits of working with Hindmarsh Shire Council;
- Employment details;
- Position Description;
- Key selection criteria; and
- Application form or Online application form (on website)

For general details of the Council, please refer to the following website:  
[www.hindmarsh.vic.gov.au](http://www.hindmarsh.vic.gov.au)

For further information about the position or duties involved, please contact Mark Fletcher, Manager Economic Development and Tourism, on (03) 5391 4444 or [hr@hindmarsh.vic.gov.au](mailto:hr@hindmarsh.vic.gov.au).

### Privacy Statement

Hindmarsh Shire Council collects personal information to enable us to perform our statutory functions and provide services, activities and events. Council stores personal information in secure information technology systems and shares information, only when necessary, amongst internal work areas (including contractors) to facilitate a more efficient customer experience across Council's business. If the personal information is not collected, Council may not be able to provide you with Council services, discharge our functions or keep you updated on the progress of your service request.

We will handle any personal information you have provided in this form in accordance with the *Privacy and Data Protection Act 2014*. Our privacy policy contains information about how you may access your personal information and seek correction of such information; as well as how to complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint. For more information, please see our Privacy Policy or contact our team on (03) 5391 4444. Your personal information will not be disclosed to any other party unless Council is required to do so by law, has gained your consent to do so or an information privacy principle exemption applies.



## **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
- 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.



**POSITION DESCRIPTION**

**1. POSITION IDENTIFICATION:**

**Position:** Riverside Holiday Park Caretaker

**Department:** Corporate and Community Services

**Starting Point/Location:** The position will be located initially at the Riverside Holiday Park, Dimboola. The employee may be required to change their starting point to a reasonable location within the municipality.

**Classification:** Band 3 per the Hindmarsh Shire Council Enterprise Agreement

**Employment Type:** Part Time, Permanent (Full Time hours negotiable)

**2. CURRENCY:**

|                                |                   |                  |                  |
|--------------------------------|-------------------|------------------|------------------|
| <b>Current Version</b>         | 1.0               | <b>Approved:</b> |                  |
| <b>Name of Occupant:</b>       | Vacant            |                  |                  |
| <b>Signature:</b>              | _____             | <b>Date</b>      | _____            |
| <b>Prepared By:</b>            | Angela Veitch     | <b>Date</b>      | 27 November 2024 |
| <b>Director Approved:</b>      | Petra Croot       | <b>Date</b>      | 03 December 2024 |
| <b>H.R. Approved:</b>          | Angela Veitch     | <b>Date</b>      | 10 December 2024 |
| <b>CEO Approved:</b>           | Monica Revell     | <b>Date</b>      | 10 December 2024 |
| <b>Current Version Number:</b> | 1.0               |                  |                  |
| <b>Version History:</b>        | 1.0 December 2024 |                  |                  |



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

- Status:** Part Time, Permanent - Minimum 59.5 hrs per fortnight (Full Time hours negotiable)
- Location:** The position will be located initially at the Riverside Holiday Park, Dimboola. The employee may be required to change their starting point to a reasonable location within the municipality.
- Classification:** Band 3 with Works Allowance in accordance with the Hindmarsh Shire Council Enterprise Agreement.
- Salary:** \$33.20 per hour, plus Superannuation.
- Superannuation:** 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.
- Hours:** Hours of work are 9:00am to 6:00pm, 7 days per fortnight, with a 30-minute lunch break. Days/hours will be on a rotating roster according to the requirements of the Holiday Park. Weekend work is required.
- Qualifying Period:** This position is subject to an initial six (6) month qualifying period.
- Annual Leave:** Four (4) weeks annual leave (pro rata) per annum plus 17.5% leave loading.
- Sick Leave:** Twelve (12) days sick leave (pro rata) per annum.
- Long Service Leave:** Three (3) months after ten (10) years of service. Eligible Employees are able to access their Long Service Leave (LSL) entitlements pro-rata after seven (7) years continuous service. LSL may be subjected to portability arrangements for Local Government employees in certain circumstances.
- Pre-Employment Medical:** 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.
- Security Check:** It is a condition of employment that appointees must undertake a police check and an employee Working with Children Check prior to commencement of work.



### **3. POSITION OBJECTIVES:**

The Caretaker will provide an outstanding level of customer service as the first point of contact for all visitors to the Riverside Holiday Park (**Park**).

The Caretaker is also responsible for overseeing the general operation and maintenance of the park, including:

- keeping the park in a good state of cleanliness;
- ensuring that all amenities and surrounds are well maintained; and
- assist daily rosters of Park staff where required.

### **4. KEY RESPONSIBILITY AREAS:**

- Collection of fees from Park patrons.
- Delivery of fees on a minimum weekly basis to the Customer Service Centre for receipt and banking.
- Provide support and direction to the Park Cleaners with day-to-day cleaning duties of the Park to ensure it is kept in a clean and tidy state at all times.
- General duties on an irregular basis which may include but not limited to:
  - 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, weed control
  - Refill toilet paper and hand towels in toilets.
  - Minor building maintenance and repairs;
  - Grounds maintenance including but not limited to mowing, pruning, weeding, and general yard clean-up; and
  - Report any maintenance issues to Team Leader Caravan Parks, which cannot be undertaken in house by the caretaker.
- Assist with preparing rosters for the Park Cleaners and Relief Caretakers.
- Assist with visitor bookings for the Park and respond to booking enquiries when required.

### **Corporate Responsibilities**

- Other duties as directed which are within the skills and competencies of the employee.
- Contribute to the continuous improvement and productivity of the organisation's operations.



## 5. ORGANISATIONAL RELATIONSHIPS:

Reports to: Team Leader Caravan Parks  
Supervises: Nil  
Internal Contacts: Holiday Park staff, Council staff  
External Contacts: Patrons of the Holiday Park

## 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 their Manager of their inability to carry out any physical task that is outside their capability;
- Take reasonable care for the health and safety of people who may be affected by the employee's acts or omissions in the workplace;
- Cooperate with respect to any action taken by Council to establish and maintain occupational health and safety systems and procedures, including the completion of risk assessments;
- 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;
- Immediately notify their Manager in the event of any injury, near miss, damaged equipment or other workplace hazard.

## 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. RECORDS MANAGEMENT

Responsible for following Council records management processes and principles as contained within Council policies and procedures;



- Responsible for creating full and accurate records of activities and decisions relating to Council business; and
- Supporting the Records Management team with access to, and retrieval of, documents relating to Freedom of Information requests and public transparency principles contained in various Acts and regulations.

**9. ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- Will utilise a range of basic skills to undertake a broad range of tasks
- Work performed falls under general supervision with specific guidelines. Some discretion is required on a daily basis.
- Provide members of the public with explanations of specific procedures and practices within the Park.

**10. JUDGEMENT AND DECISION MAKING:**

- The nature of work is usually specialised with procedures well understood and clearly documented.
- Work performed falls within general guidelines but with scope to select from a range of techniques, systems, equipment, method or processes.

**11. SPECIALIST KNOWLEDGE AND SKILLS:**

- Basic knowledge of cleaning and maintenance practices.
- Basic customer service skills.
- Basic knowledge of local tourist attractions.

**12. MANAGEMENT SKILLS:**

- The Nhill Holiday Park 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. A basic knowledge of personnel practices is required.
- Ability to work without constant supervision.

**13. INTER-PERSONAL SKILLS:**

- Good written and oral communication skills to enable communication with clients, members of the public and other employees.
- Problem solving skills required to resolve minor problems.



**14. QUALIFICATIONS AND EXPERIENCE:**

- Basic computer skills.
- 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.

**15. 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.

**16. 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 Privacy Act (Cth), the Privacy and Data Protection Act (Vic), the Health Records Act (Vic) 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 Council for any purpose other than the discharge of official duties.





## 17. **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 of 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.
- Willingness to undertake a pre-employment medical, police check and Working with Children Check.

---- End ----

# APPLICATION FORM

This application pro-forma will form the basis of your application. **Copies of any certificates, licences, references etc. must be attached to this application.**

The below must be completed in full:

|                                      |   |
|--------------------------------------|---|
| <b>Position</b>                      | 2025 003 Riverside Holiday Park Caretaker |
| <b>Name</b>                          |   |
| <b>Address</b>                       |   |
| <b>Phone Number</b>                  |   |
| <b>Email Address</b>                 |   |
| <b>Employment History</b>            |   |
| <b>Name of Current Employer</b>      |   |
| <b>Position Held</b>                 |   |
| <b>Date employed from</b>            |   |
| <b>Roles and responsibilities</b>    |   |
|                                      |   |
|                                      |   |
| <b>Name of Previous Employer</b>     |   |
| <b>Position Held</b>                 |   |
| <b>Date employed (from and to)</b>   |   |
| <b>Reason for leaving (optional)</b> |   |
| <b>Roles and responsibilities</b>    |   |
|                                      |   |

|                                      |  |
|--------------------------------------|--|
| <b>Name of Previous Employer</b>     |  |
| <b>Position Held</b>                 |  |
| <b>Date employed (from and to)</b>   |  |
| <b>Reason for leaving (optional)</b> |  |
| <b>Roles and responsibilities</b>    |  |
|                                      |  |

|  |                                   |
|--|-----------------------------------|
| <b>Do you have any past or present medical conditions that may create risk for you in undertaking the requirements of this position?</b> | Yes/No<br>If yes, please specify: |
|  |                                   |

|   |
|---|
| <b>What skills and experience could you bring to this position?</b> |
|   |

|  |
|--|
| <b>What qualifications, licences and certificates do you currently hold?</b> |
|  |

| KEY SELECTION CRITERIA   |
|--|
| <b>Please describe how you meet the key selection criteria (2-3 sentences)</b>                 |
| <b>Past experience in caravan park operation, the hospitality of customer service industry</b> |
|  |
| <b>Sound general maintenance and cleaning experience</b>                                       |
|  |
| <b>Ability to provide a high level of customer service</b>                                     |
|  |
|  |

**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**

**Willingness to undertake a pre-employment medical, police check and Working with Children Check**

| REFEREES                             |  |
|--------------------------------------|--|
| <b>Name</b>                          |  |
| <b>Phone Number (business hours)</b> |  |
| <b>Organisation</b>                  |  |
| <b>Position</b>                      |  |
|                                      |  |
| <b>Name</b>                          |  |
| <b>Phone Number (business hours)</b> |  |
| <b>Organisation</b>                  |  |
| <b>Position</b>                      |  |

## ATTACHMENTS

Please attach copies of your qualifications, licences and certificates to this application.

Documents you believe support your application for this position including a current resumé should also be attached.

## STATEMENT

In signing this document you declare that all statements made by you in this application are true and correct. You understand that if successful, Council will need to sight the originals of all licences, certificates and qualifications that you have stated. Copies of all these documents will be made for your personnel file.

In giving the names of referees, you have approached them and they have agreed to being contacted regarding your employment with them. Council will only contact referees *after* the interview stage.

|               |  |
|---------------|--|
| <b>Name</b>   |  |
| <b>Signed</b> |  |
| <b>Date</b>   |  |