



2025 002 Team Leader Hindmarsh Holiday Parks

Thank you for your interest in applying for the position of Team Leader Hindmarsh Holiday Parks, 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; and
- Key selection criteria

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 Mark Fletcher, Manager Economic Development and Tourism, on (03) 5391 4444 or 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: Team Leader Holiday Parks

Department: Corporate and Community Services

Starting Point/Location: The position will be located initially in Nhill. The employee may be required to change their starting point to a reasonable location within the municipality.

Classification: Band 5 per the Hindmarsh Shire Council Enterprise Agreement

Employment Type: Full Time (with Part Time negotiable)

2. CURRENCY:

Current Version	1.0	Approved:	
Name of Occupant:	Vacant		
Signature:	_____	Date	_____
Prepared By:	Petra Croot	Date	25 November 2024
Director Approved:	Petra Croot	Date	16 December 2024
H.R. Approved:	Angela Veitch	Date	16 December 2024
CEO Approved:	Monica Revell	Date	16 December 2024
Current Version Number:	1.0		
Version History:	1.0		



**Employment Details for the Position of:
Team Leader Holiday Parks**

- Status:** Permanent Full Time (Part Time negotiable)
- Location:** The position will be located initially in Nhill. The employee may be required to change their starting point to a reasonable location within the municipality.
- Classification:** Band 5 (Indoor) in accordance with the Hindmarsh Shire Council Enterprise Agreement.
- Salary:** \$37.92 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 8:30am to 5:00pm, with a 30-minute lunch break, Monday to Friday.
The position will be required to work 80 hours per fortnight. It will be paid for 76 hours per fortnight. The remaining four hours will be held in lieu to enable one rostered day off per four-week period.
- 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 Team Leader will take a leadership role across all Hindmarsh Holiday Parks to plan, coordinate, and build improved services for visitors. They will contribute to the continuous improvement and productivity of the organisation's operations through sound future planning, budget, resource and staff management.

4. KEY RESPONSIBILITY AREAS:

- Provide leadership and assistance to all Hindmarsh Holiday Park Caretakers and Cleaners of Council's Holiday Parks.
- Maintain rostering for Hindmarsh Holiday Park Cleaners in consultation with the relevant Caretaker/s.
- Maintain rostering for Hindmarsh Holiday Park Caretakers.
- Oversee the budget for delivery of Hindmarsh Holiday Parks, working with the Manager Economic Development and Tourism to prepare income and expenditure reviews as required.
- In collaboration with the Manager Economic Development and Tourism, develop and implement innovative visitor experience strategies for Hindmarsh Holiday Parks.
- Arrange and approve routine maintenance in accordance with the budget and within their financial delegation.
- Oversee stock ordering and management in consultation with Holiday Park Caretakers.
- Ensure booking system is maintained.
- Ensure a high standard of customer service is maintained.
- Oversee day-to-day operations of Hindmarsh Holiday Parks, including providing support when positions within their team are on leave or vacant.
- Relief duties whilst caretakers are rostered off or on annual leave as required (occasional weekend work), including maintenance, groundskeeping and cleaning support.
- Undertake such other duties and functions consistent with the area of work and responsibility as directed by the Manager Economic Development and Tourism.

5. ORGANISATIONAL RELATIONSHIPS:

Reports to: Manager Economic Development and Tourism

Supervises: Holiday Park Caretakers, Cleaners

Internal Contacts: Chief Executive Officer, Director Corporate and Community Services, Manager Economic Development & Tourism, Manager Assets & Facilities, all Hindmarsh Shire Holiday Park employees and other council staff.

External Contacts: Hindmarsh Holiday Park patrons, contractors and stakeholders.



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;
- 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;
- 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 legislation and regulations; and



- Ensuring staff in their reporting line are complying with Council's records management responsibilities, including those contained in internal policies and those in external legislation and regulations (*Public Records Act 1973*).

9. ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- The Team Leader will utilise a range of hands on and management skills to undertake a broad range of tasks.
- Accountable for the quality, quantity and timeliness of own work in so far as available resources permit, and for the care of assets entrusted to the position.
- May involve explanations of specific procedures and practices to members of the public or other employees.
- Accountable to the Manager Economic Development and Tourism for the effective delivery of agreed Hindmarsh Holiday Parks-related programs and activities.
- Supervision of daily activities of employees and report any staff-related issues to the Manager Economic Development and Tourism.

10. JUDGEMENT AND DECISION MAKING:

- The Team Leader must be able to work using initiative and to make decisions within limitations by following Council policies and procedures. Decisions outside this scope will be made by the Manager Economic Development and Tourism.
- Personal judgement may be required.
- Problems are occasionally of a complex nature with no precedent to rely on. Some creativity and originality is required in determining a solution.
- Guidance and advice is usually available within the time required to make a choice.

11. SPECIALIST KNOWLEDGE AND SKILLS:

- Basic knowledge of Council operations.
- Understanding of the relevant technology, procedures and processes used within the Hindmarsh Holiday Park work unit.
- Willingness to promote the Hindmarsh Holiday Parks and maximise its usage, noting that there are limits which restrict the types of activities that can be conducted.
- Ability to liaise with the public and Council.
- Customer service skills.
- Basic knowledge of local tourist attractions.
- Understanding of the long-term goals of the position's functional unit, including relevant policies, regulations and precedents, and the wider organisation.



- Familiarity with relevant budgeting techniques

12. **MANAGEMENT SKILLS:**

- Ability to contribute via the Manager Economic Development and Tourism to the strategic direction of Hindmarsh Holiday Parks and to undertake responsibilities to accomplish objectives of the organisation.
- Support and promote teamwork through cooperation, communication, sharing of relevant information, provision of responsive accurate advice and maintenance of effective liaison with employees across Council.
- Skills in managing time, setting priorities and planning and organising one's own work and that of supervised employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Skills in supervising staff, including caretakers, relief caretakers and cleaners and assisting with their tasks when required.
- Understanding of and ability to implement personnel practices, including those related to equal employment opportunity, occupational health and safety and employee's training and development.
- Ability to work without constant supervision.

13. **INTERPERSONAL SKILLS:**

- Ability to gain cooperation and assistance from clients, members of the public and other employees when undertaking their duties and in the supervision of other employees.
- Excellent oral communication skills to enable communication members of the public and other Council staff.
- Regular reporting on progression of activities is a vital component of this role, including the provision of timely and accurate reports to Council including statistical data about the tourism industry.
- Ability to communicate in a sensitive manner and to maintain confidentiality at all times.
- Ability to work effectively in a team environment.
- High level customer service skills.

14. **QUALIFICATIONS AND EXPERIENCE:**

- Experience in caravan park operation, building and grounds maintenance, or similar experience within the hospitality industry.
- Experiencing managing a team of people to deliver a service.
- Experience delivering excellent visitor or customer experiences.



- Experience in Newbooks online booking system or the like.
- Experience in developing and implementing marketing, visitor experience or continuous improvement plans within a commercial 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:

Applications **must** address the key selection criteria:

- Ability to deliver high-level customer/visitor experiences in a hospitality/accommodation environment.
- Proactive, with excellent organisation and time-management skill.
- Possess excellent communication and interpersonal skills including the ability to communicate with a broad range of people.
- Possess sound computer skills, including experience using reservation systems and the Microsoft Office suite.
- Experience in developing and implementing marketing, visitor experience or continuous improvement plans within a commercial industry.
- Demonstrated experience in managing staff in geographically dispersed locations, providing effective leadership and supervision skills in a team environment.
- Current Australian Driver Licence.

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