



Position Description

Position Title	Grounds & Facilities Officer – Yiradjinda Holiday Parks
Directorate	Sustainable Economy and Communities
Level	IA 3
Reports to	Manager Holiday Parks

Responsible for	NIL
Primary Location	Turner Holiday Park (travel to other locations is required on a regular basis)
Position No. & date	July 2025

Position Overview

- Work across all holiday park sites on a rotational basis.
- Fulfil the daily operations and functions of holiday park grounds in accordance with policies and procedures.
- Undertake cleaning, maintenance and minor upgrades of infrastructure in a professional and safe standard for public use.
- Pro-actively identify and support continuous improvement opportunities in systems and processes to increase the responsiveness and quality of customer service.

Position Responsibilities

Key Functions and Duties

Ground keeping	<ul style="list-style-type: none">• Use small plant and equipment in a safe manner.• Undertake and monitor site preparation, park upkeep including raking, sweeping, mowing, whipper snipping, tree pruning. Watering grass/trees/shrubs, fertilizing and weeding.	30%
Cleaning	<ul style="list-style-type: none">• Undertake and monitor the cleaning of amenity blocks, laundries, BBQ's, campers' kitchen and other areas/facilities according to maintenance schedules.• Use cleaning chemicals in a safe manner.	20%



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Facilities maintenance	<ul style="list-style-type: none"> • Undertake and monitor general maintenance duties when required. • Undertake and monitor building maintenance including painting and minor plumbing. 	15%
Operational support	<ul style="list-style-type: none"> • Support the team by undertaking other duties as required within the Holiday Parks. • Promote effective team communication and conflict resolution with other team members. • Participate in regular risk audits to identify areas of potential liability and risk mitigation. • Ensure the work of contractors is completed safely and to a professional standard. • Provide direction and support for minor capital works projects as identified within relevant Shire plans and budgets. • Undertake project works in a safe manner, on time and within budget. • Provide advice and support to internal and external stakeholders with regards to events, activities, and business development opportunities. • Respond to holiday park emergencies as a first response and operate the DEFIB as required. • Participate in staff recruitment interviews, as required. • Assist in training Grounds and Facilities staff. • To participate in an after-hours call/call out roster if/when required and to attend to guests needs as they arise. 	25%
Administration / Customer Service	<ul style="list-style-type: none"> • Liaise with internal stakeholders to solve problems as issues arise regarding holiday park operations. • Liaise with annual site license holders. • Liaise with dog owners regarding park regulations. • Liaise with guests regarding site regulations. • Provide input into the development of a minor capital works program, annual budget and corporate planning process. • Provide input into the review of relevant Manuals and Safe Operating Procedures. • Comply with the Shire's purchasing and tendering procedures. 	5%



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Knowledge Management	<ul style="list-style-type: none">• Identify and research customer information needs to improve customer service delivery.• Ensure opportunities to improve knowledge management systems are identified and addressed.	5%
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General

- Contribute positively within a team environment and demonstrate behaviour that enables the achievement of team and directorate goals.
 - Work in accordance with the State Records Act and Shire procedures and principles.
 - Work in accordance with Equal Opportunity and Ant Discrimination legislation and Shire procedures and principles.
 - Work in accordance with Occupations Safety and Health legislation and Shire procedures and principles.
 - Adhere to Shire policies and management practices as amended from time to time.
 - Contribute to attainment and development of relevant Corporate Plan goals and objectives.
- Ensure duties as directed by the Manager Holiday Parks and the Executive are fully undertaken.

Position Requirements

Essential

- Well-developed oral communication and interpersonal skills including conflict management and resolution using tact and diplomacy.
- Demonstrated physical ability and fitness to complete high demand manual work tasks
- Demonstrated experience in servicing and maintaining amenities
- Demonstrated experience in maintaining grounds and gardens and operating and maintaining garden equipment
- Understanding of sewage systems and ability to unblock drains
- Ability to operate as an effective team member
- Current WA drivers' license



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Desirable

- Computer literacy of Microsoft Office in particular Word and Outlook
- Experience in daily operations of a Holiday Park
- Working knowledge of Holiday Park industry standards and relevant legislative requirements
- Working knowledge of local area, community and issues pertaining to the Shire of Augusta Margaret River
- Knowledge of Local Government standards and procedures
- Current Senior First Aid certificate and ability to operate a DEFIB
- Current Chainsaw ticket

Key Relationships

Internal	External
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<ul style="list-style-type: none">• Manager Holiday Parks• CEO• Directors• Managers• Employees	<ul style="list-style-type: none">• Holiday Park guests and visitors• Community members and groups• Public utilities and authorities• Consultants and other professionals• Contractors and tradespeople• Other hospitality providers• Tourism organisations
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The Way We Do Things

Respect



Integrity



Community



Excellence





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U N D E R T H E S T A R S

Acknowledgement

Reporting Officer Name

Signature

Date

Name

Signature

Date