



## Position Description

<b>Position Title</b>	Operations Supervisor Grounds & Facilities – Yiradjinda Holiday Parks
<b>Directorate</b>	Sustainable Economy and Communities
<b>Level</b>	IA 6
<b>Reports to</b>	Manager Holiday Parks
<b>Responsible for</b>	Grounds and Facilities Staff
<b>Primary Location</b>	Turner Holiday Park (travel to other locations is required on a regular basis)
<b>Position No. &amp; date</b>	July 2025

## Position Overview

- Responsible for the coordination and supervision of the grounds and facilities operational plans at Yiradjinda Holiday parks
- Provide supervision and day-to-day directions to the grounds and facilities staff to deliver services to Yiradjinda guests.
- 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.
- Assist Manager Holiday Parks with operational and asset management planning.

## Position Responsibilities

### Key Functions and Duties

<b>Grounds &amp; Facilities</b>	<ul style="list-style-type: none"><li>• Coordinate &amp; Maintain standards for cleaning of parks facilities to ensure they are presented to a professional standard of cleanliness and presentation.</li><li>• Maintain and operate plant &amp; equipment for maintenance of sites, gardens and parklands.</li><li>• Schedule facility &amp; equipment maintenance activities across the parks to ensure the work is completed to a high standard.</li><li>• Manage risks across parks and ensure staff undertake audits and work within WHS procedures.</li></ul>
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	<ul style="list-style-type: none"><li>• Schedule &amp; participate in nightly park patrols during peak seasons and long weekends as required.</li><li>• Schedule and participate in after-hours roster and respond to and manage emergencies as required.</li><li>• Supervise operations and maintenance of allocated plant and minor equipment.</li></ul>
<b>Staff &amp; Contractor Supervision</b>	<ul style="list-style-type: none"><li>• Supervise staff and contractors to ensure work is completed safely and to a high-quality standard on the grounds.</li><li>• Develop staff rosters and manage staff hours and leave against annualized requirements.</li><li>• Check and approve staff timesheets and leave applications.</li><li>• Schedule and conduct regular team meetings and provide communication from management to staff.</li><li>• Foster team cohesiveness and motivate staff to respond to peak periods positively and effectively.</li><li>• Manage staff performance planning and appraisals.</li><li>• Lead recruitments for staff vacancies</li><li>• Undertake staff training needs analysis and develop training plans</li><li>• Provide staff with on-the-job training, inductions and guidance.</li><li>• Implement, review and update relevant manuals and Safe operating Procedures.</li><li>• Lead safety within the workplace and ensure staff and contractors comply with all safety and health requirements.</li></ul>
<b>Operational support</b>	<ul style="list-style-type: none"><li>• Under strategic direction from Manager Holiday Parks, supervise parks grounds day to day operations, including service provision (Including after hours) grounds, facilities and infrastructure management in accordance with legislative requirements.</li><li>• Coordinate parks external emergency responses and evacuations and when required operate the DEFIB</li><li>• Contribute to parks operational budget and monthly reports for grounds and facilities services.</li><li>• Undertake procurement processes and invoice payments in accordance with business unit procedures.</li><li>• Manage supplies including ordering, researching and purchasing</li><li>• Liaise with equipment suppliers on all mechanical breakdowns</li><li>• Be available (In accordance with on call rosters) to respond to and manage emergency situations as they may occur or impact parks.</li><li>• Support Manager Holiday Parks to develop and review operational, workforce and asset management plans.</li><li>• Coordinate preventative maintenance and inspection program.</li><li>• Identify and cost minor capital works programs for budget</li></ul>



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	<p>purposes.</p> <ul style="list-style-type: none"><li>• Participate in scheduling of approved capital works projects including contractors and supervise projects.</li><li>• Provide solutions to assist all staff and patrons to resolve problems and issues that arise regarding facilities and grounds operations.</li></ul>
<b>Customer Service</b>	<ul style="list-style-type: none"><li>• Provide professional customer service interactions.</li><li>• Liaise with internal stakeholders to solve problems as issues arise regarding holiday park operations.</li><li>• Liaise with annual site license holders.</li><li>• Liaise with dog owners regarding park regulations.</li><li>• Liaise with guests regarding site regulations.</li><li>• Manage customer complaints from guests concerning grounds in a timely and professional manner, referring to management as required.</li><li>• Monitor and review park visitation, NPS and customer service survey responses and provide advice on relevant areas.</li></ul>

### 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 Anti-Discrimination legislation and Shire procedures and principles.
- Work in accordance with Occupational 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 Team are fully undertaken.

### Position Requirements

#### Essential

- Demonstrated experience in leading facilities and grounds maintenance and cleaning operations within a holiday park or resort setting.
- Demonstrated experience in leading, mentoring and training a multi-disciplined team



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working in a high-pressure tourist environment.

- Highly developed oral communication and interpersonal skills to negotiate with other employees, higher level staff, clients, suppliers and members of the public.
- Demonstrated physical ability and fitness to complete high demand manual work tasks
- Demonstrated experience in servicing and maintaining amenities, grounds & gardens.
- Proven materials, equipment and cost estimating, along with job costing and budgetary control.
- Intermediate computer literacy skills (Microsoft office-word, excel & outlook, Reservation systems)
- Current WA drivers' license

### Desirable

- Possess a trade certificate or Certificate IV in Front Line Manager or similar.
- Demonstrated experience in developing asset management plans for holiday park facilities and equipment.
- 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
- Possess a Current Chainsaw ticket.

### Key Relationships

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

### The Way We Do Things

Respect



Integrity



Community



Excellence





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## Acknowledgement

Reporting Officer Name	Signature	Date
Name	Signature	Date