

ROLE STATEMENT

Role Title:	Campsite Assistant - Casual
Department:	Commercial Operations
Location:	SU QLD - Cooroibah Camping Ground
Reports to:	Commercial Operations Delivery Manager

SU QLD Vision & Mission

Our **mission** is to bring God's love, hope and good news to children, young people and their families.

Our **vision** is to see each child and young person connected and supported in community, serving others, and experiencing fullness of life.

SU QLD is an inter-denominational Christian organisation which has worked in schools for more than 80 years and has successfully employed chaplains since 1990. We have more than 700 people and a highly valued network of 3500 volunteers

Purpose of Role

This role is responsible for supporting the running of the SU QLD Cooroibah Camping Ground (accommodating approximately 158 persons in dorm style accommodation and 8 designated tenting areas) in contributing towards the mission and vision of SU QLD.

This includes, but is not limited to: providing on-site support during SU QLD camps and events; performing and supervising facilities maintenance as directed; maintenance of grounds and other equipment; and communicating safe campsite procedures.

Due to the nature of the operational requirements, accommodation will be provided on-site and the Campsite Assistant will be required to sleep on-site overnight and will be on call during the rostered period. Flexibility is required to deliver an efficient service and the Campsite Assistant may be required to work flexible hours, days and shift types, with on call responsibilities.

Key Relationships

Internal	<ul style="list-style-type: none">○ Commercial Operations Team○ RMs/FDMs○ Field Support Team○ Camps Events Team○ SU QLD Camp Directors○ SU QLD Camp Leaders
External	<ul style="list-style-type: none">○ Camp services clients○ All visitors and campers○ Building & Facilities Contractors○ Building & Facilities Suppliers○ Emergency Services



Key Accountabilities	Expected Outcomes
<p>1. Assist with the day to day running of the camping ground, under the direction of the Campsite Supervisor, for example:</p> <ul style="list-style-type: none"> ▪ Be a warm and friendly welcome for all groups on arrival ▪ Facilitate campsite resources to enable successful camp experience e.g. preparing the site in advance of guests arrival ▪ Give “welcome in and induction talk” in accordance with associated compliance obligations with Health & Safety Policies, Guidelines & Procedures particularly about reporting all hazards and incidents ▪ Liaise with group leaders during stay regarding camp facilities and requirements. ▪ Cleaning of cabins, amenities blocks, recreational facilities and grounds. ▪ As directed by the Campsite Supervisor perform relevant communications (phone, email) and respond appropriately ▪ Excellent work habits including; punctuality, working independently, efficient use of time and prioritising tasks 	<ul style="list-style-type: none"> ○ Excellent working relationship with the Commercial Operations Delivery Manager and Field Support Delivery Manager and Campsite Supervisor ○ Positive feedback from Camp Directors/Leaders, other group leaders



<p>2. Venue Maintenance under the direction of the Campsite Supervisor, for example</p> <ul style="list-style-type: none">▪ As directed by the Campsite Supervisor perform general maintenance and assist in scheduling maintenance at the camping ground keeping facilities and equipment compliant with relevant standards▪ Grounds maintenance including mowing and keeping Fire trails well maintained▪ All repairs are completed to meet Health Department, Fire and Building Codes, Australia Building Codes Board standards where applicable▪ Conduct regular site inspections and document any significant or non-routine maintenance issues to discuss with the Campsite Supervisor, Commercial Operations Delivery Manager/Campsite Supervisor▪ Facilitate and supervise contractors when required for campsite maintenance, including verifying Insurance and Licensing of Contractors	<ul style="list-style-type: none">○ Positive feedback from Direct Supervisor, Camp Directors/Leaders, other group leaders
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<p>3. Safety</p> <ul style="list-style-type: none"> ▪ As directed by the Campsite Supervisor complete regular safety and security inspections and monitor the safety risk of the property to its visitors and staff ▪ As directed by the Campsite Supervisor manage incidents in line with SU QLD incident response processes ▪ As directed by the Campsite Supervisor attend to after-hour emergency situations whilst on call and liaise with emergency services as required ▪ Perform Fire Warden responsibilities for the camping ground and camp fires within the camp ground as specified in the Site Rules ▪ Work with Campsite Supervisor / Camp Directors / Campers / Visitors to promote a positive environment where safe practises are in place and being observed. ▪ Escalate unsafe behaviour and behaviour in contravention of the Site Rules to the Campsite Supervisor / Camp Director and/or Commercial Operations Delivery Manager where necessary ▪ Maintain appropriate health and fitness to carry out all duties in a safe and efficient manner 	<ul style="list-style-type: none"> ○ Positive result in safety reports with visitors and staff. ○ After-hour emergencies and needs of guests are responded to within appropriate timeframes ○ Incidents are responded to within appropriate timeframes ○ Incidents are reported and documented appropriately
<p>4. Self-Catering Facilities</p> <ul style="list-style-type: none"> ▪ Provide information and orientation to camping ground guests for the safe use of kitchen facilities and self-catering activities including food preparation, storing of food, handling cleaning chemicals, clean-up and hygiene in line with the Food Act and Food Standards Code for QLD 	<ul style="list-style-type: none"> ○ Positive feedback from Direct Supervisor, Camp Directors/Leaders, other group leaders



<p>5. Commercial Operations Team Relationship</p> <ul style="list-style-type: none"> ▪ Under the direction of the Campsite Supervisor work collaboratively with the Commercial Operations Team: <ul style="list-style-type: none"> • As directed, assist in planning scheduled maintenance activities with minimal interruption where possible to client needs and bookings • Site tours for potential clients • Preparing specific guest requirements 	<ul style="list-style-type: none"> ○ Positive feedback from Direct Role Supervisor and internal/external stakeholders
<p>6. Position Commitment</p> <ul style="list-style-type: none"> ▪ There is the requirement to be on-site and regularly sleep on-site overnight, typically when bookings take place ▪ Weekend and public holiday, school holidays with the potential for day/ afternoon and split shifts is required on an as needs basis ▪ There is the requirement to be on call to respond to any emergency situations during rostered shifts. During the on call period the employee is expected to be contactable via the mobile telephone provide by SU QLD and be within a 30 minute drive from the SU QLD Cooroibah camping ground ▪ Flexibility is required to deliver an efficient service and from time to time, the Campsite Assistant may be required to work additional hours to meet unusual levels of client demand or address emergency situations or specific maintenance requirements 	<ul style="list-style-type: none"> ○ Positive feedback from Direct Supervisor, Camp Directors/Leaders, other group leaders



<p>7. Team contribution</p> <ul style="list-style-type: none"> ▪ Contribution to the team and in wider organisation based activities. ▪ Actively participate and contribute in meetings and activities. ▪ Provide support and assistance in undertaking project tasks as required which leads to implementation of continuous business improvements and processes. ▪ Provide back up to other team members as required. ▪ Participate in wider organisation-based activities and learning opportunities. ▪ Comply with WH&S policy and procedures. ▪ Protect own health and safety. ▪ Protect safety of others. ▪ Report hazards, risks and all incidents. 	<ul style="list-style-type: none"> ○ Positive feedback from Department Executive/Direct Role Supervisor and relevant colleagues. ○ Comply with WH&S regulations
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Qualifications / Skills

- Basic maintenance skills essential
- Current drivers licence (Manual Transmission)
- Current first aid certificate
- Previous Fire Warden experience desirable
- Power tool related certification highly desirable
- Experience in maintenance services or trade experience / qualification desirable
- Good verbal communication skills
- Intermediate computer skills

Competency	Definition
Technical / Professional	Having achieved a satisfactory level of performance in specific professional /technical areas. This should include specific experience and specific professional “know-how”, including: <ul style="list-style-type: none"> • Knowledge of and compliance with safety codes and standards for ground facilities management
Flexibility/Adaptability	Is open to change, can think independently, and will champion new methods if they are proven to be better than the status quo. Ability and willingness to work weekends and shift work.

Individual leadership (influence)	Using appropriate interpersonal styles and methods to inspire and guide individuals (subordinates, peers, and superiors) toward goal achievement modifying behaviour to accommodate tasks, situations, and individuals involved.
Teamwork (cooperation)	Active participation in, and facilitation of, team effectiveness; taking actions that demonstrate consideration for the feelings and needs of others; being aware of the effect of one's behaviour on others.
Initiative	Asserting one's influence over events to achieve goals; self-starting and taking action to achieve goals beyond what is required, being proactive.
Attention to detail	Accomplishing tasks through concern for all areas involved, no matter how small, showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time; completion of actions until the desired objective is achieved.
Integrity	Maintaining and promoting social, ethical and organisational norms in conducting internal and external business activities.
Planning & organising	Establishing a course of action for self and/or other to accomplish a specific goal; planning proper assignments of personnel and appropriate allocation of resources.
Client service orientation	Making efforts to listen to and understand the client (both internal and external); anticipating their needs; giving high priority to client satisfaction.

Additional Requirements	
SU QLD requires that the incumbent to be:	
<ol style="list-style-type: none"> 1. able to subscribe to the aims, beliefs and working principles of SUI 2. able to demonstrate a living and personal relationship with Jesus Christ 3. able to show strong Christian character evidenced by servant leadership, valuing of people in general and marginalised people in particular 4. a respected member of a local Christian church we recognise 5. a holder of a "Blue Card" from the Blue Card Services Department for the purposes of child related employment 6. willing to work under SU QLD's Staff Code of Conduct 	

Developed by	Commercial Operations Delivery Manager & People Services Business Partner
Checked by	Employee Relations Manager
Approved By	Director of People Services
Effective Date	March 2018