



**Wirib Tourism Park
Timber Creek NT**

Responsible to: CEO Ngaliwurru Wuli Aboriginal Corporation (NWAC)

Business background

The business is owned by a local Indigenous organisation and comprises a Store (Supermarket) which is the main retail grocery outlet in the town of Timber Creek, together with accommodation units and a Caravan Park Area.

Given the location of the town the level of trade through the business is very seasonal and fluctuates with the traditional tourist travel patterns.

The Store also employs support staff from the local community with primary duties including unpacking stock, stocking shelves, customer service / check-out and other assigned tasks. A groundsman is currently employed to maintain the grounds of the Caravan Park and attend to routine maintenance tasks associated with the accommodation units.

There is self-serviced fuel available on the premises. The business also features a take-away food outlet.

The Positions

The owners of Wirib Tourism Park are seeking to employ suitably experienced Managers to take on the daily operational responsibility of the business. This includes the Store, Accommodation Units and Caravan Park.

The Managers are responsible for the allocation of daily tasks to support staff and ensuring that the business operates effectively and efficiently on a daily basis.

The Managers are supported by staff in carrying out duties in the following areas:

- Store sales
- Housekeeping
- Laundry
- Grounds maintenance
- Reservations

It is expected that the Managers will have a sound knowledge of retail management software packages and be accomplished in interpreting and understanding key financial statements.

POSITION OBJECTIVES

Exercise effective and profitable retail management of the park, in accordance with directions from NWAC Management and develop strategies to provide quality stock which can be realistically accessible to all customers.

Provide on the job training for local Aboriginal workers utilising training opportunities provided by Institutions approved by NWAC Management.

Positively promote and demonstrate the benefits of training to members of the Timber Creek Community, consult with them on how to improve accessibility and refer this information to NWAC Management.

Make professional assessments in relation to streamlining and improving the efficiencies of internal systems and operational activities to enhance the standing of the business, staff morale, transparency of financial transactions and provide recommendations to NWAC Management in reports at any relevant meetings or in response to any requests from NWAC management.

NWAC expects the Park Managers to professionally organise and manage time to undertake and fulfil the following responsibilities.

DUTIES AND RESPONSIBILITIES

General

Oversee the day-to-day operation of the Park and ensure that opening hours are in accordance with policy.

Oversee the routine upkeep of accommodation and campground facilities and arrange for appropriate repair work to be undertaken in consultation with NWAC.

Be responsible for all human resource management matters.

Observe and enforce statutory WH&S requirements.

Observe, travel and vehicle policies at all times, including transit between NWAC sites to and from the park and take direction from NWAC Management and statutory bodies (eg: Police, Emergency Services) in regard to road conditions and river/creek crossings.

Stock Management

Prepare stock orders using an effective stock control system, having proper regard to stock levels, previous ordering history and budgetary constraints.

Receive and thoroughly check all goods ordered and received to ensure appropriate quality, quantity and price.

Seek continuous improvement of the Park's services, suppliers and performance, in cooperation and consultation with the NWAC CEO.

Calculate all sell prices for stock sold in the Park according to an agreed mark-up policy.

Food Management

Prepare a range of food lines as directed by NWAC Management, ensuring that all foodstuffs are presented and packed in a professional manner, in accordance with food handling guidelines.

Ensure that the kitchen, food storage and retail areas of the Store are always in a clean and tidy condition.

Qualify and act as Food Safety Supervisors as per the Food Standards Code.

Ensure that all measures are met in accordance with Standard 3.2.2A of the Australia & New Zealand Food Standards Code.

Environmental Management

Ensure that dining areas are clean and tidy at all times.

Conduct regular maintenance and infrastructure checks and raise any subsequent concerns with the NWAC CEO to arrange appropriate action.

Ensure that toilet areas are clean and tidy at all times.

Ensure that all public areas of the Park are maintained to a standard which minimises any hazard to persons on site.

Arrange for all annual pest control measures to be undertaken.

Accommodation Management

Maintain the reservations management system and provide training of staff in its use.

Roster housekeeping staff tasks.

Carry out regular inspections of the accommodation to monitor housekeeping standards.

Positive Relationships

Ensure that community matters which arise that are not within the scope of these stated duties are referred through NWAC Management.

Attend, and report on the Park's operational activities at any meetings arranged by NWAC Management..

Develop and maintain good relationships with regular travellers on the Victoria Highway and promote the services provided by the park.

Provide professional liaison between the Park, tour companies, suppliers, transport companies, and local service providers

Financial Management

Ensure the security of all monies either by storage in the Park safe or by secure transport.

Maintain the proper submission and record keeping of all invoices and orders received or raised by the Park.

Reconcile daily fuel sales by recording dip levels and bowser litreage against income. Investigate and report on any inconsistencies to NWAC Management if these occur, and undertake the necessary action to prevent them from reoccurring, providing a memo on what remedial response was implemented to NWAC Management.

Generate cash register totals at the end of trading each day and record income into relevant cost centres, reconciling income from cash and credit card sales, and purchase orders (if applicable).

Gain permission from NWAC Management prior to making any capital or asset purchases (including furniture, white goods, and other non-consumable items requiring replacement).

Provide requests to NWAC management and gain permission prior to employing additional workers, providing written justification of the need to do so.

Provide copies of all employee and payroll records to NWAC Management.

Enable a regular banking process and provide copies of all banking transactions to NWAC Management.

Authorise any payments required by the Park in accordance with the Park accounting procedure, providing all necessary documentation to NWAC Management, and in cooperation with the external accounting body.

Supervise the honest, accurate, efficient and effective operation of all Park points of sale (e.g. checkouts, take-away, laundry, credit sales).

Deal with all incoming business correspondence and ensure that the correct response is adopted.

Safety

Ensure that the Park's swimming pool is maintained and in compliance with NT Health Guidelines.

Be responsible for business compliance with all applicable regulatory and legislative requirements e.g. fuel storage, handling, stowage of chemicals etc.

Observe and enforce statutory WH&S requirements.

Observe travel and vehicle policies at all times, including transit between NWAC sites to and from the park and take direction from NWAC Management and statutory bodies (eg: Police, Emergency Services) in regard to road conditions and river/creek crossings.

SELECTION CRITERIA

Demonstrated successful retail, business and tourism experience.

Demonstrated knowledge of the health and safety requirements of a food preparation area as per National and NT Health regulations.

Well-developed retail organisational, management, and planning skills, including the ability to use stock control, ordering and word processing computer programs.

Good numeracy, written and oral communication skills.

Record keeping skills of a high standard, and an understanding of transparent management.

Extensive experience in the operation and maintenance of cash registers, Park refrigeration and other equipment.

An understanding of, and respect for, Aboriginal customs and beliefs and a demonstrated ability to work in a cross-cultural environment.

Personnel management skills, including well developed supervision, problem solving, conflict resolution and team building skills.

Proven ability to work in a demanding environment that may require some out of hours work.

Possession of, or ability to obtain a Northern Territory driver's licence.

CONDITIONS AND ENTITLEMENTS

Probation

A Probationary period of six months following commencement. This is to allow NWAC and the incumbent to assess suitability to this position.

Hours

The expected hours of duty for the Managers will vary throughout the year however the Managers are expected to be on call during business operating hours. The Store will trade seven (7) days a week from 7am – 6pm between the months of April – October; and six days a week from 7am – 5pm between the months of November – March (Saturday trading will be 7am – 12 noon).

It will be the responsibility of the Managers to arrange and negotiate time off, taking into account the availability of supplementary labour.

Starting Date

ASAP

Annual Salary

Manager: \$85,000

Assistant Manager: \$55,000

Salary sacrifice is available for both roles.

Annual Leave

5 weeks after each 12 months of service. The period of employment is subject to seasonal requirements. As such, the employees will be required to negotiate and arrange suitable leave acceptable and practical to both parties.

Annual Airfare

1 (one) return airfare for each Manager to and from place of recruitment, or other location up to equivalent cost.

Relocation

Relocation costs of personal effects up to \$2500 for both employees.

Accommodation

An air-conditioned 1BR house will be provided rent free, including electricity charges. A mobile phone will be provided.

Criminal History Check, Medical Clearance And Ochre Card

Successful candidates will be required:

- To provide the results of a recent Criminal History Check.
- To provide a recent Medical Clearance.
- To be in possession of a NT Ochre Card (or be in the process of obtaining one).