

<b>POSITION DESCRIPTION</b>	
Title	<b>Roadhouse Management Couple</b>
Award	Social, community, Home Care & Disability Services Industry Award 2010
Level	Management Couple package in vicinity of \$130,000 Plus 9.5% Superannuation Accommodation & Utilities included Food included A total of 8 weeks leave per annum
Position Status	Permanent Full Time
Location / Base	Ngaanyatjarra Lands

## **PURPOSE OF POSITION**

- To ensure the satisfactory operation of the Tjukayirla Roadhouse as a profitable business.
- Where required implement policies of the Board of Directors of Ngaanyatjarra Council.

## **REPORTS TO**

HR Manager – Ngaanyatjarra Council

## **ABOUT NGAANYATJARRA COUNCIL**

Ngaanyatjarra Council was incorporated in 1981 with the aim of supporting the development of all Ngaanyatjarra people. At the core of this work was assisting the Ngaanyatjarra Communities to be strong and sustainable with reliable essential services, air transport, bookkeeping, agency and road transport, fuel distribution, health services, community services and improved housing.

Ngaanyatjarra Council (Aboriginal Corporation) represents the interests of around 2000 Ngaanyatjarra, Pintupi and Pitjantjatjara people living in 12 communities in the Central Desert region of Western Australia.

Today, Ngaanyatjarra Council is one of the largest Indigenous Corporation in Australia and has grown to be the major representative body for Ngaanyatjarra people. Ngaanyatjarra Council is also the parent and ultimate holding company of the Ngaanyatjarra Corporate Group which includes the following entities:

- Ngaanyatjarra Services (Aboriginal Corporation)
- Ngaanyatjarra Health Service (Aboriginal Corporation)
- Indervon Pty Ltd
- NATS (Ngaanyatjarra Agency and Transport Service)

## KEY RESPONSIBILITIES

### 1. Operations

#### Roadhouse Management

- Work for the benefit of the shareholders of Warakurna Roadhouse without discrimination, understanding that cultural norms may differ from your own.
- Develop budgets and project plans for submission through the CFO to the Directors for consideration,
- Provide advice to, and carry out instructions from, the Directors through the CFO concerning the general running and development of the Roadhouse and its enterprises,
- Basic mechanical skills and the ability to undertake routine maintenance and troubleshooting on powerhouse generators and bores.
- Strive to maintain harmonious relationships between roadhouse staff and the public including local aboriginal people from the Ngaanyatjarra Lands.
- Maintain good communications with the Tourism Industry, other Ngaanyatjarra Lands organisations, government agencies, contractors and tourists, to ensure continued and repeat business,
- Ensure the maintenance and upkeep of visitor accommodation, amenities, grounds, including all essential service requirements are met,
- Ensure that proper accounting and financial systems are maintained to satisfy the financial management and reporting requirements,
- Ensure that adequate controls are in place to protect the assets of the Roadhouse,
- Maintain the public toilets, ablution block, camp kitchen, accommodation and camp grounds,
- Prepare stock orders using the agreed stock control system, having proper regard to stock levels and previous ordering history,
- Receive and thoroughly check all goods ordered and received to ensure appropriate quality, quantity and price,
- Calculate all sell prices for stock sold according to the agreed mark up list,
- Authorise any payments required, providing all necessary documentation,
- Ensure the security of all monies either by storage in the Roadhouse safe or by secure transport to the aircraft taking it to the Bank,
- Maintain the proper filing of all invoices and orders received or raised,
- Ensure that the Roadhouse operations comply with all relevant Laws and By Laws,
- Seek continuous improvement of all aspects of the Roadhouse operation,
- Prepare a sales and marketing program, within financial constraints, to build relationships with the tourist sector and ensure continued business,
- Ensure that nutritional snacks and meals are available to community members and guests,
- Ensure that matters that arise, which are not within the scope of these stated duties, are referred through the CFO the Director's.

## **Supervision and Training**

- Provide supervision of, and management direction to staff,
- Maintain a safe environment and encourage safe practices,
- Assist the Directors, CFO and HR Manager with recruitment and selection of new staff for the Roadhouse,
- Oversee the training and development of staff, and in particular, the training needs of Aboriginal staff to pursue the organisation's goals of future self-management,
- Supervise the effective operation of all points of sale (e.g. checkouts, take - away, credit sales, fuel),
- Supervise the daily reconciliation of takings with registered sales.

## **Policy Implementation**

Implement the policies of the Ngaanyatjarra Council:

- In relation to NATS including supply and transport of stock, attendance at regional Store/Roadhouse Manager meetings and any other related matters,
- In relation to any other matters that are relevant to the duties of the Roadhouse Manager,
- Acknowledge that there will always be areas of retail development that may be inappropriate in an Aboriginal Community.

## **2. Efficiency & Effectiveness**

- Quick to respond to enquiries and action where relevant and/or necessary
- Use of initiative, and completing tasks in a timely manner, with a high level of accuracy.

## **3. Accountability**

- Accountable to the CSM as the representative of the Directors for the efficient and effective operation of the Tjukayirla Roadhouse.

## **4. Corporate & Social Responsibility**

- Adhere to Council By-Laws and Code of Conduct

## **5. Stakeholder Relationships**

- Be proactive in the area of relationship management with all Ngaanyatjarra staff, and develop sound working relationships through delivering appropriate and honest support and/or feedback
- Ensure communications are appropriate to Ngaanyatjarra communities, and Ngaanyatjarra Council & it's entities within which the role operates.

## **6. Integrity & Ethical Behaviour**

- Act with integrity at all times and ensure that areas of responsibility operate in an open, transparent and accountable manner

## SELECTION CRITERIA

The appointee should possess the following skills, abilities and experience;

### ESSENTIAL

- Ability to work with and under the direction of traditional Aboriginal people.
- Previous experience in the tourist and hospitality industry, including food preparation.
- Well-developed organisational, management, and planning skills.
- Ability to maximise income and employment opportunities.
- Well-developed supervision, problem solving, conflict resolution and team building skills.
- The willingness to undertake all duties pertaining to the effective management of the Roadhouse, including cleaning and general maintenance.
- Well-developed skills in delivery of on the job training.
- Ability to apply Roadhouse pricing policy and financial management procedures.
- Ability to use stock control, ordering and word processing computer programs.
- Ability to operate and maintain cash registers, refrigeration and other equipment, and resolve minor faults.
- Knowledge of the storage and display requirements of refrigerated and general stock.
- Patience, maturity and a high standard of personal conduct.
- Ability and willingness to work long hours and cope with living in a remote location.

### DESIRABLE

- Experience in bookkeeping.
- Experience in managing a Roadhouse or comparable retail enterprise.
- Basic knowledge and understanding of aboriginal history, culture and contemporary aboriginal political, social, cultural and economic issues.
- Formal training in business management, or an equivalent level of skill attained through significant experience and on the job training relevant to this position.