



## POSITION DESCRIPTION

### Facilities & Operations Officer

|                 |                                                |
|-----------------|------------------------------------------------|
| Reports to:     | Facilities and Infrastructure Coordinator      |
| Location:       | Barwon Coast                                   |
| Classification: | Level 4–Barwon Coast Enterprise Agreement 2022 |
| Job Type:       | Full Time                                      |

#### BARWON COAST

Barwon Coast Committee of Management Inc. (Barwon Coast) is delegated to manage 22km of the coast along Victoria's Bellarine Peninsula. This includes the beaches and foreshores of Ocean Grove, Barwon Heads, 13th Beach, and Breamlea.

In partnership with Traditional Owners, Barwon Coast's charter is to protect and enhance the natural environment and provide opportunities for residents and visitors to enjoy these areas. This is supported by the Barwon Coasts values of Commitment, Authenticity Respect, Excellence.

Management of the foreshore is done strategically through implementation of the Barwon Coast Coastal and Marine Management Plan 2020-2025.

Barwon Coast activities include constructing and maintaining a large range of public infrastructure and facilities within the coastal reserves, including walking tracks, toilets and BBQ's. Through our Natural Resource Management Team, Barwon Coast manage and protect the coastal reserves.

Barwon Coast operates the Barwon Heads Caravan Park, Riverview Family Caravan Park (Ocean Grove), Riverside Camp Ground (Ocean Grove), and Breamlea Caravan Park, as well as managing various commercial leases and licences.

All revenue raised is reinvested to care for the natural environment and to provide facilities and infrastructure along the coast for use and enjoyment by all.

#### THE ROLE:

The Facilities & Operations Officer is a hands-on operational role responsible for maintaining, presenting and supporting the safe operation of:

- Caravan parks and camping reserves
- Public coastal reserves
- Public amenity buildings
- Beach access stairs, boardwalks and pathways

- Shelters, BBQs and associated public infrastructure

The role is customer and community facing and requires regular engagement with:

- Caravan park guests
- Day visitors
- Members of the public
- Contractors / suppliers and Community Groups

During peak season, the role has a strong operational focus, including amenity cleaning, public presentation standards and rapid response to guest and public requests.

The position supports the delivery of the Coastal and Marine Management Plan by ensuring operational activities align with its strategic objectives. The role contributes to ensuring parks and coastal reserves operate safely and in accordance with applicable regulatory and compliance requirements.

The position operates under general direction of the Facilities and Infrastructure Coordinator and exercises judgement in prioritising operational tasks and responding to maintenance, safety and service matters.

## **CONDITIONS OF APPOINTMENT**

The terms and conditions of employment are outlined in an individual employment contract, and is governed by the Barwon Coast Enterprise Agreement 2022 and Fair Work Act 2009.

The role is a full-time position which requires the incumbent to work 38 hours per week, plus reasonable additional overtime. The position works a 9-day fortnight (one rostered day off per fortnight). Shifts will be rostered across any seven days of the week. Ordinary working hours will fall between: 7:00am and 7:00pm, however start and finish times may vary to reflect seasonal operational demand.

The ability to perform 'on-call' duties and attend the Caravan Parks and other Barwon Coast facilities outside of normal business hours is an expectation of the role and will involve 2-3 nights per week "on-call" and provide "relief duties" when staff are on leave. Ability to work weekends and public holidays is a requirement of the role.

Annual leave must generally be taken outside the months of November to April.

## **KEY RESPONSIBILITIES AND DUTIES:**

The duties and responsibilities associated with this position, under general direction of the Facilities and Infrastructure Coordinator, including (but are not necessarily limited to) the following:

### **1. Facilities Maintenance & Asset Care**

- Undertake routine, preventative and reactive maintenance across caravan parks, camping reserves and public coastal reserves.
- Maintain amenity blocks (including public amenities outside of caravan parks) to a high standard of cleanliness, functionality and presentation.
- Perform regular inspections of infrastructure including:
  - Amenity blocks
  - Beach access stairs
  - Boardwalks and viewing platforms
  - Shelters, BBQs and picnic furniture
  - Sealed pathways and public assets
- Identify defects, hazards and maintenance requirements and take appropriate action.
- Rectify minor building, carpentry and infrastructure issues and escalate major defects.
- Assist in implementing maintenance schedules and asset inspections.

### **2. Operational Delivery & Customer Service**

- Attend to guest, visitor and public enquiries in a professional and timely manner.
- Prioritise and respond to customer maintenance requests.
- Maintain a visible and approachable presence across parks and coastal reserves.
- Monitor and assist in enforcing park conditions of occupancy in consultation with management.
- Support operational delivery during peak season, including amenity cleaning and public presentation standards.
- Notify the Facilities and Infrastructure Coordinator of serious complaints or urgent issues.

### 3. Compliance, Safety & Emergency Response

- Ensure operational activities align with the objectives of the Coastal and Marine Management Plan.
- Assist in ensuring parks and reserves operate safely within regulatory and compliance guidelines.
- Conduct and respond to internal and external safety audits as directed.
- Identify, report and address hazards through approved reporting systems.
- Respond to emergencies in accordance with the Emergency Management Plan.
- Participate in on-call arrangements and after-hours response as rostered.
- Assist with Essential Safety Measures (ESM) compliance requirements as directed.

### 4. Plant, Equipment & Vehicle Operation

- Lawfully and competently operate plant and equipment including:
  - Light trucks
  - Tractors
  - Chainsaws
  - Agricultural and maintenance equipment
- Ensure vehicles and plant are:
  - Regularly inspected
  - Maintained in safe working order
  - Cleaned after use
  - Securely stored
- Report mechanical faults and unsafe equipment immediately.

### 5. Maintenance Planning & Operational Support

- Assist in the planning and prioritisation of maintenance works.
- Purchase materials and consumables in accordance with Barwon Coast purchasing procedures and within approved financial delegation.
- Maintain appropriate stock levels of operational materials.
- Contribute to continuous improvement of facilities and operational practices.
- Provide relief operational support across parks and reserves during periods of staff leave.

## 6. General Duties

- Undertake additional tasks as reasonably directed by Barwon Coast management.
- Attend training sessions and corporate activities as required.
- Maintain professional presentation and wear Barwon Coast uniform in accordance with policy.

The above statements describe the general nature and level of work to be performed by the Facilities & Operations officer. This is not intended to be an exhaustive list of all responsibilities and duties required of the position.

Incumbents are expected to undertake additional tasks as reasonably directed by the Management of Barwon Coast which may include attending training sessions and corporate events.

## KEY SELECTION CRITERIA

The key selection criteria specified below outline the capabilities required of the position.

### Qualifications and Experience

- Trade Certificate/diploma qualification and or previous experience in building maintenance and hospitality environment.
- Experience in building and carpentry (Desirable).
- The following Certificates, Front end loader; Chainsaw.
- Driving Licence (preferably manual) and Light Truck Licence (preferable).
- Current red/white card - basic construction induction card (desirable).
- Previous practical experience in Caravan Park operations or the Hospitality / Accommodation Industry would be an advantage.
- Experience in identifying and resolving minor maintenance issues.
- Demonstrated experience in liaising with members of the public, being well-presented and friendly and having a strong customer service focus including the ability to manage with difficult situations positively.

### Skills

- "Hands on" practical general maintenance skills with the ability to safely operate plant and equipment generally used in a caravan park.

- Ability to operate small hand tools.
- Strong demonstrated analytical and negotiation skills with experience across a broad range of issues, incorporating complex problem solving.
- Highly developed communication and interpersonal skills which are demonstrated through a commitment to providing exceptional customer service.

### **Attributes**

- Maintain punctuality and the ability to manage time by working quickly and efficiently.
- Ability to work under pressure, maintaining a consistent approach to the Barwon Coast team and members of the public.
- An appreciation for the values of Barwon Coast, the coastal reserves and Caravan Parks and a commitment to enabling the public's enjoyment of these areas.
- Support and demonstrate the qualities of Commitment, Authenticity, Respect and Excellence.

### **TERMS AND CONDITIONS OF EMPLOYMENT**

Appointment to this position is subject to the successful applicant being able to:

- Provide a National Police Check Certificate.
- Obtain a Working with Children Certificate.
- Evidence of Australian Work Rights.
- Hold a current Australian Driver's Licence.

### **WORKPLACE HEALTH, SAFETY AND ENVIRONMENTAL REQUIREMENTS**

- Maintain a safe place of work by adhering to workplace health, safety and environmental protection requirements and pro-actively identifying and reporting any potential or actual safety hazards or issues within the work environment.
- Adhere to Barwon Coast Occupational Health and Safety standards and policies at all times.
- Operate mechanical plant including chainsaws and light truck in a safe and competent manner when holding an appropriate and valid licence as required.
- Undertake training where necessary to ensure safe work methods are employed when using dangerous equipment, machinery and chemicals.
- Report and Action Safety hazards and incidents through Safety Champion.



- Be committed to supporting the Barwon Coast risk management framework by continuously reviewing and analysing business risks and eliminating (where possible) identified risks through the completion of risk assessments, safe work method statements, improved workplace practices and communication.

#### **EMPLOYEE UNIFORM REQUIREMENTS:**

The person employed in this position must wear the uniform provided by Barwon Coast and follow Company policies in relation to the wearing the uniform.

#### **VARIATIONS TO POSITION BY EMPLOYER**

The position description is subject to change from time to time as required by Barwon Coast Management. Any such reorganisation of duties shall be the subject of discussions with the incumbent.

#### **ORGANISATIONAL RELATIONSHIPS:**

##### **Reports to:**

Facilities and Infrastructure Coordinator with Day to Day direction from the Senior Facilities & Infrastructure officer

##### **Internal Liaisons:**

Senior Leadership Team, Barwon Coast Operational Staff, Customer Service Teams

##### **External Liaisons:**

Caravan park guests, members of the public, contractors, suppliers, community stakeholders

|             |                                          |
|-------------|------------------------------------------|
| Approved By | Nicola Hyde – People and Culture Manager |
| Date        | February 2026                            |

Employee Name

Employee Signature

Date