

# Position Description

<b>POSITION TITLE</b>	Duty Manager – Penguin Parade
<b>DEPARTMENT</b>	Tourism
<b>REPORTS TO</b>	Attraction Manager
<b>DIRECT REPORTS</b>	Visitor Experience team
<b>SALARY</b>	Scale 5
<b>WORKING ARRANGEMENT</b>	Roster Pattern – 7-Day Monday to Sunday, including evenings, weekends, and public holidays and special events.
<b>REVIEWED</b>	September 2024

## OUR ORGANISATION

As a leading conservation and sustainable tourism organisation, we are privileged to manage over 1,805 hectares of reserves, wetlands, and woodlands across Millowl, and recognise that many of these areas hold deep cultural and spiritual significance for Aboriginal people.

Our employees undertake a range of duties across multiple, diverse disciplines and our culture promotes:

- Positive and interactive working environment where team members collectively strive for the organisation's ongoing success.
- Diversity and inclusion and respect each other's diverse skills, experience and backgrounds
- Fostering a safe and inclusive culture for all including Aboriginal and Torres Strait Islander Peoples, people with disabilities, people that identify as LGBTQIA+, and disadvantage groups.
- Flexible work arrangements for our team, including during pregnancy, for parents, carers, people with disabilities, and team members impacted by family violence.

Through our Reconciliation Action Plan, we acknowledge the true history and their continued connection to place as we work and walk together.

The Nature Parks is a child safe environment and have zero tolerance for child abuse and together work to protect children from all forms of harm.

## POSITION PURPOSE

The purpose of the role is to provide operational supervision at the Penguin Parade by supporting onsite staff and volunteers in the provision of an exceptional visitor experience. Manage the nightly operations of the attraction, including staff, service delivery, guest experience, site presentation with an emphasis on safety and quality. Provide leadership and direction to staff and ensure the team operates effectively and efficiently within the attraction. Undertake a primary role in Emergency Management and risk management activities.

## Our Purpose

*Why we are here*

To protect nature for wildlife and inspire people to act

## Our Vision

*What we want to be*

A place where conservation and ecotourism excellence inspire people to actively protect the environment

## Our Values

*How we make choices*

### NATURE CONSERVATION IS PARAMOUNT

- Guided by Bunurong
- Evidence based to inform decisions
- Choose most sustainable
- Consider impact on nature first

### ENGAGING EXPERIENCES

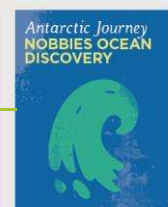
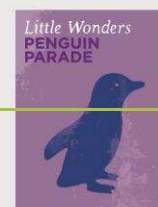
- Authentic and natural
- Welcoming and inviting
- Creative, fun and inspiring
- Act with understanding sensitivity

### FUTURE FOCUSED

- Plan and think strategically
- Take initiative and be responsive
- Embrace change, flexible thinking and adaptable in our actions

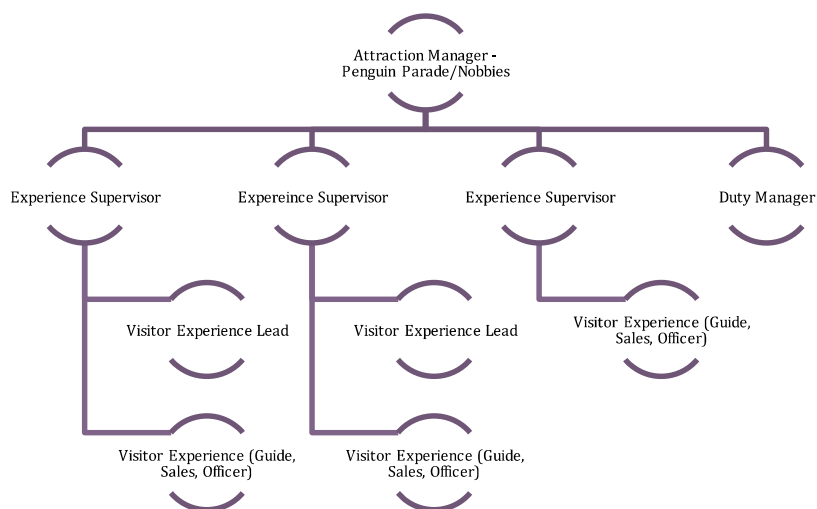
### DELIVERING OUTCOMES TOGETHER

- Build strong partnerships based on trust, openness and transparency
- Deliver on our promise
- Encourage dialogue and feedback
- Empowered to work with others
- Foster culture of inclusion and safety





## DEPARTMENT STRUCTURE



## JOB SPECIFICATION

### KEY DUTIES AND RESPONSIBILITIES

- Provide guidance and supervision of daily operations ensuring the provision of excellent customer service and the delivery of high-quality experiences
- Actively review and monitor visitor services, site presentation and safety on a regular basis and provide feedback and guidance to staff and management
- Maintain awareness of key market segments and visitor needs (diversity and inclusion)
- Act as key liaison for site operations including contractors, trade partners & MICE groups during operations
- Ensure a high level of product knowledge is maintained to ensure quality control of information provided to visitors
- Oversee nightly operations and the provision of visitor services to ensure operational excellence
- Report and manage operational issues and concerns in consultation with team leader, shift leads and Experience Supervisor
- Prepare reports on attraction activities and performance, safety and visitor experience
- Conduct and participate in site safety inspections and audits
- Assist with activities to inform and guide quality assurance, improvements and visitor satisfaction
- Lead end of operations and closure of attraction processes
- Provide clear and transparent direction, delegation of tasks and communications to the Visitor Experience Team
- Lead and support staff processes as required
- Assist centralised support officer to ensure optimal delivery of services
- Ensure effective communications with other departments
- Maintain and increase team knowledge regarding Nature Parks conservation activities



### WORKPLACE EXPECTATIONS

- Behave in a way that demonstrates our values, organisational workplace behaviour and code of conduct
- Proactively engage in learning and development, meetings and maintaining up to date knowledge of activities and events occurring across all areas the Nature Parks
- Provide and maintain a working environment that, as far as reasonably practicable, is safe and without risks to the health, safety and wellbeing of all (employees, contractors, volunteers)
- Promote child safety at all times, report and follow child safety processes

### LEADERSHIP

- Display the values and behaviours that enhance individual performance, promote a productive team environment, and foster a culture of safety and inclusion.
- Establish and sustain professional connections with colleagues and stakeholders throughout the organisation to facilitate collaboration and cooperation between departments.
- Enhance growth and development of individuals through on the job training, experience, and mentoring/coaching opportunities
- Educate and enhance employee learning about policies, procedures and relevant legislations, including child safety
- Facilitate the reporting of any incidents, inappropriate behavior or suspicious activities,
- Promote the assessment of risks within the employee's area of responsibility, and take steps to minimize or eliminate identified risks to the greatest extent possible

## KEY SELECTION CRITERIA

### EXPERIENCE, KNOWLEDGE AND SKILLS

- Demonstrated experience managing customer service at a high level preferably within the tourism industry
- Proven ability to effectively lead a diverse team
- Knowledge of key aspects of tourism operations and the ability to effectively implement policy and procedures
- Ability to multi-task and prioritise in a fast-paced work environment
- Exceptional communication skills
- Medium level of computer skills using Microsoft Office (Word, Excel, Outlook)
- Strong leadership and confident in decision making

### OTHER REQUIREMENTS

Commence employment with Nature Parks and maintain current at all times.

- Relevant tertiary qualification in business and/or tourism management and/or equivalent relevant work experience
- Police Check
- Working with Children Check
- Drivers' Licence
- First Aid Level II and CPR



## WORKING CONDITIONS

	<b>Low</b> < 5Kgs and/or < 2 hours duration	<b>Moderate</b> 5-10Kgs and/or 2-6 hours duration	<b>High</b> > 10kgs and/or 6-8 hours duration
Working in an outdoor environment		✓	
Sitting		✓	
Standing		✓	
Walking (including over rough terrain or stairs)		✓	
Squatting / Kneeling / Bending / Twisting	✓		
Pushing / Pulling / Lifting / Carrying / Reaching	✓		
Computer usage (Keyboard/mouse/tablet)		✓	
Use tools (Shovels, hammers, and motorised hand tools)		✓	
Operate machinery (Chainsaws, Tractors, and All Terrain Vehicles)	n/a		

## AGREEMENT

I have read and understood the above position description and I agree to the work in a manner that aligns with the specifications outlined.

I declare that I have no health, medical or other restriction that would affect my ability or capacity to undertake these duties in a safe manner.

**Name:**

---

**Signature:**

---

**Date:**

---