

Position Description

Onslow Sun Chalet Caretaker(s)

<i>Directorate</i>	Community Development
<i>Department</i>	Caravan Parks
<i>Job Family</i>	Officer
<i>Reports to</i>	Director Community Development
<i>Direct Reports</i>	Ocean View Caravan Park Assistant(s) – Shared with Ocean View Caravan Park Managers
<i>Location</i>	Onslow, WA
<i>Industrial Instrument</i>	Shire of Ashburton Industrial Agreement 2026
<i>Classification</i>	Level 3

Vision

We will be a welcoming, sustainable, and socially active district, offering a variety of opportunities to the community.

Values

Respect	Openness	Teamwork	Leadership	Excellence	Health & Wellbeing
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About the Role

Role Objective / Purpose

Manage and actively participate in the daily operations of the Onslow Sun Chalets, delivering exceptional guest services while maintaining high standards of cleanliness, presentation, maintenance and compliance through direct involvement in accommodation servicing and facility operations.

Key Role Outcomes

- This is a working caretaker position and not solely a supervisory or administrative role. The incumbent is expected to actively participate in the day-to-day operation, servicing, maintenance and presentation of the Onslow Sun Chalets. Duties include, but are not limited to, making beds, stripping and remaking



rooms, cleaning guest rooms, bathrooms and communal facilities, undertaking laundry duties, cleaning and sanitising bins, replenishing consumables, removing rubbish, maintaining pool and outdoor areas, performing grounds maintenance, and ensuring facilities are consistently presented to a high standard. While the role includes staff supervision responsibilities, the incumbent is expected to lead by example, work alongside staff, and personally undertake these duties as operational requirements dictate.

- Work in close partnership with the Ocean View Caravan Park Manager as a unified leadership team, jointly responsible for supervising, guiding and supporting direct report staff across both the Ocean View Caravan Park and Onslow Sun Chalets. This includes workforce planning, rostering, leave approvals, performance management, and day-to-day operational oversight.
- The primary focus of this role is the management and operation of Onslow Sun Chalets, while providing operational support across other Shire accommodation facilities as required.
- Deliver high-level customer service by welcoming guests, responding to enquiries, processing bookings and payments, and resolving customer issues in a professional and timely manner.
- Ensure all facility assets, including chalets, amenities, the swimming pool, grounds, landscaping, outdoor areas, and associated infrastructure, are maintained to a high standard through regular inspection, housekeeping, cleaning, groundskeeping and minor maintenance activities.
- Manage, supervise and roster staff to deliver consistent service levels and maintain high standards of cleanliness, presentation, customer service and operational efficiency across accommodation facilities.
- Lead by example by actively participating in operational, housekeeping, maintenance and customer service activities, particularly during peak periods, staff shortages, leave coverage and emergency situations.
- Oversee compliance with all relevant legislation, including the *Caravan Parks and Camping Grounds Act 1995*, together with Shire policies, procedures and operational standards.
- Maintain accurate administrative records, financial documentation, booking information, inventory records and operational reports to ensure transparency, accountability and efficient facility management.
- Support workplace health and safety by developing and maintaining Safe Work Method Statements (SWMS), delivering safety inductions and training, conducting inspections, and managing incidents and hazard reporting.
- Provide flexible operational coverage across other Shire accommodation facilities as required, including undertaking both supervisory and hands-on operational duties.



Work Duties

The duties and responsibilities listed in this Position Description are not exhaustive and may be varied to meet operational requirements. Employees are expected to undertake any reasonable and lawful duties within their skills, competence and training. This includes both supervisory and hands-on operational duties such as bed making, housekeeping, room servicing, laundry, cleaning amenities, bin cleaning, grounds maintenance, guest assistance, stock control, minor maintenance and general facility upkeep to ensure all Shire accommodation facilities are maintained to the highest standard.

Core Competencies

The following competencies are required of **all roles** within the Shire and are ranked to reflect differing levels of responsibility. These competencies reflect the Shire's Values of Respect, Openness, Teamwork, Leadership, Excellence, Health and Wellbeing which apply at all times, to all staff, in all roles.

Competency	Required Level
Health and Safety	Intermediate: Assists in the development of JSAs, SWMS, and other safety procedures for own work area. May coach newer or more junior staff in safety procedures. At all times acts in accordance with the principles identified in the Local Government Act and State and Federal Legislation.
Accountability	Advanced: Manages and plans own work but may perform work under limited supervision or direction. Work projects may be managed by more senior decision makers. Implements tools to keep track of a wide range of tasks, priorities, and due dates. May supervise or direct work of others in a single business unit. Given broad direction and limited guidance with performance measured against objectives.
Judgement and Decision Making	Intermediate: Work process and procedures generally routine, with exercise of some discretion. Decisions made may impact internal and external stakeholders. May make recommendations to more senior decision makers for complex or intricate problems in own work area and external matters. May make decisions on use of resources



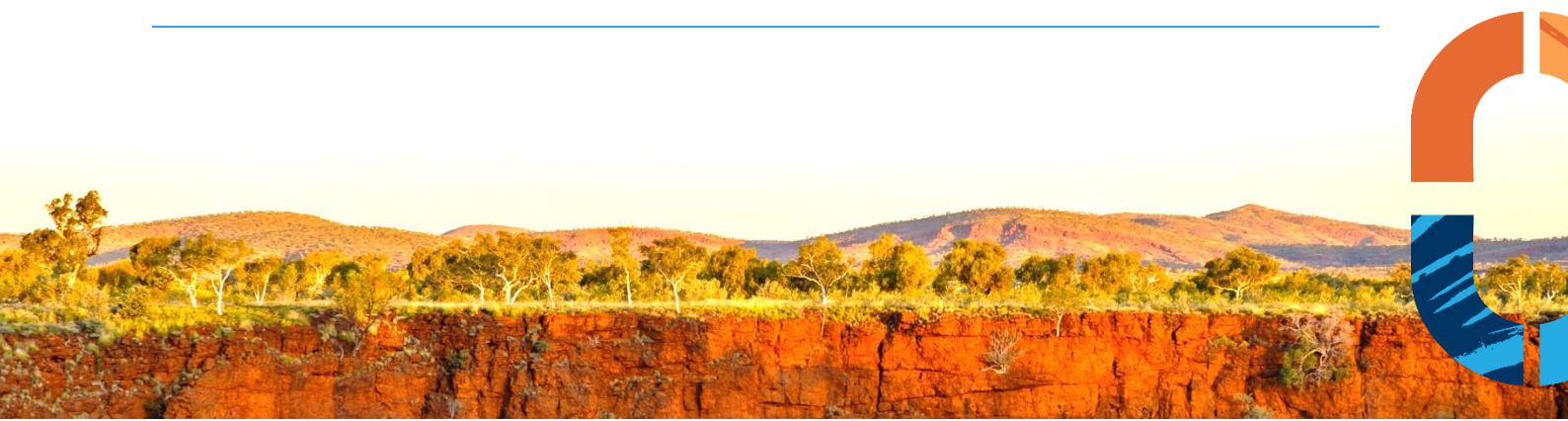
which may impact outside the work area or on clients.
Applies knowledge from a wide range of rules.

Time Management	Advanced: Able to manage multiple competing tasks and prioritise amongst a range of functions. May assist others with time management.
Customer Service	Advanced: Effectively communicate with clients and members of the public and in the resolution of minor matters. The employee will reflect and always demonstrate the Code of Conduct of the organisation, its values and work with the highest level of integrity.
Financial Management	Fundamental: Adhere to set budgets in purchasing. May provide some general feedback in respect to costs and spending derived from operational responsibilities.
Leadership	Intermediate: Leads by example, allocates work, provides guidance and support to staff, and contributes to team performance and service delivery outcomes.

Role Specific Competencies

These are the specific competencies required of the role.

Competency	Required Level
Problem Solving	Advanced: Solve problems where there is a lack of definition requiring analysis of a number of options, including new problems outside developed or learned skills and knowledge.
Policy or Legislative Interpretation	Intermediate: Applies relevant policies, procedures and legislation to day-to-day operations and seeks guidance on complex matters.



Supervision Skills	Advanced: Supervision of a department or line management responsibility for positions performing a related set of functions.
Conflict Resolution	Intermediate: Able to handle a range of routine and usual requests from staff or members of the public and resolve minor differences of opinion and/or requiring further explanation.
Communications Skills	Intermediate: Business level written, and verbal language skills expected for most roles where a major portion of the communication is written. This includes ability to use standard office programs, including formatting, spellcheck and use appropriate grammar. Able to resolve minor matters.
Report Writing	Intermediate: Undertake initial or straightforward drafting of reports, submissions, or non-standard correspondence.
Administration Skills	Advanced: Able to set up administrative processes, including record keeping, filing, and tracking systems and train others in the use of these processes and systems.
Policy and Procedure Development	Fundamental: Research, develop and recommend changes for internal procedures or work processes related to job function.

Licenses, Registrations, Memberships or Qualifications Required of Role

- Minimum C Class Driver's Licence.
- Current National Police Clearance (dated within 6 months of commencement) or ability to obtain prior to commencement.
- First Aid Certificate.



Experience, Skills, Knowledge Required of Role

- Demonstrated experience in a hands-on accommodation, hospitality, caravan park, tourism, facility management or similar operational environment.
- Demonstrated willingness and ability to personally undertake housekeeping, room servicing, bed making, cleaning, laundry, grounds maintenance and general accommodation operations as a regular component of the role.
- Demonstrated ability to lead by example and work alongside staff to maintain high standards of cleanliness, presentation, customer service and operational performance.
- Demonstrated experience supervising, coordinating or directing staff and/or contractors.
- Ability to perform the physical requirements of the role, including prolonged standing and walking, lifting and carrying equipment and supplies, undertaking repetitive cleaning tasks, performing grounds maintenance activities, and working outdoors in varying weather conditions.
- Sound administration, organisational and time management skills, with the ability to prioritise competing demands and meet deadlines.
- Excellent communication, customer service, leadership and problem-solving skills.
- Competency in Microsoft Office Suite, including Word and Excel.
- General handyman and facility maintenance skills.
- Flexibility to work outside standard hours and respond to operational requirements during peak periods and busy seasons.

Desirable

- Knowledge of the *Caravan Parks and Camping Grounds Act 1995*.
- Experience using booking, reservation or property management systems.
- Understanding of asset maintenance planning and scheduling.
- Pool Operator Certification (Class 3 or equivalent).
- Experience managing accommodation facilities, caravan parks or similar hospitality operations.



Confirmation

I have received, read, and familiarised myself with this position description:

Name _____

Signed _____

Date _____

Position descriptions may be reviewed on an annual basis, as part of the Shire's annual performance review process.

