

On-Site Manager – Gloucester Holiday Park

Location: Gloucester, NSW

Looking for more than just your next job?
Join MidCoast Council and help deliver a welcoming holiday experience for visitors to Gloucester Holiday Park. Enjoy meaningful work supporting local tourism and the community, while living in the beautiful Barrington Coast region.

The Opportunity

Are you an experienced holiday park or facility operator with a strong focus on customer service and day-to-day operations? MidCoast Council is seeking an On-Site Manager to lead the daily operation of Gloucester Holiday Park and help ensure guests enjoy safe, clean and welcoming facilities.

In this position, you'll oversee bookings, reception, guest enquiries and site presentation while coordinating the work of casual cleaning, reception and maintenance staff. You'll also manage operational records and financial processes, support workplace health and safety, and act as the primary on-site contact for guests.

In this role, you will:

- Manage day-to-day Holiday Park operations, including reception, reservations, check-ins, check-outs and customer enquiries.
- Coordinate and supervise casual staff, including rostering, task allocation and support across cleaning, reception and maintenance.

- Ensure park facilities, amenities and grounds are maintained to a high standard of cleanliness, safety and presentation.
- Monitor occupancy and prepare reports on bookings, revenue and visitor statistics in line with Council requirements.
- Collect and reconcile payments, maintain financial records and follow Council's financial procedures.
- Respond to guest feedback, issues and complaints promptly and professionally, escalating matters when required.
- Oversee workplace health and safety, including hazard identification, risk management, incident reporting, scheduled audits and corrective actions.

About you

You're an organised and customer-focused leader who can coordinate people and operations, solve problems professionally and help deliver a positive guest experience. You'll be committed to safe work practices and to modelling Council's values.

What we offer?

We are committed to the growth of our employees and have a range of benefits available to support wellbeing and career development. Click here to find out more.

Looking to relocate? From housing and transport to community connections and personalised support - discover a range of local services designed to make your move to the MidCoast region easier. Learn more here.

Salary: Commencing salary circa $77,700 plus superannuation

Location: This position will be based at Gloucester Holiday Park at Denison Street, Gloucester. You may also be required to be based from other Council sites across the MidCoast Council region.

Tenure: Temporary - up to 2 years, Full Time on a rotating roster.

Closing date: Sunday, 15 November 2026 at 11:00 pm.

For questions relating to the position requirements please contact Hamish Taylor - Legal Counsel / Coordinator Legal and Property Services who is the hiring manager for this role. Hamish can be reached on (02) 7955 7219 or at hamish.taylor@midcoast.nsw.gov.au.

For enquiries regarding the application process contact Margot Broadfoot, Human

Resources Officer who is the HR representative for this role. Margot can be reached on (02) 7955 7334 or at margot.broadfoot@midcoast.nsw.gov.au.

How to apply:

- When responding to the questions below, please include detailed and relevant examples of your skills and experience. Using the STAR method can help you prepare clear and concise responses using real-life examples. For more information regarding the STAR method, please click on this link.
- Please avoid using AI to generate responses to answer the questions in your application.
- You have the option to save your application prior to submitting, however please ensure you don't forget to submit your application before the closing date.
- Click the "NEXT" button at the bottom of the application form to attach your resume. We recommend using Pdf formatting where possible.
- Attaching a Cover Letter is not a requirement of the application process. However, there is an 'optional field' to attach a Cover Letter, if you wish to do so.
- We will be in touch via email.

Our organisation

At MidCoast Council our people are our most important resource and we believe that we can only reach our full potential when you reach yours. This is the place for those who seek to play a role in the community and have an enthusiasm to learn and grow. Here you can make a real difference.

Our community is our customer and is at the centre of everything we do. We value, support and empower our people to deliver positive results for our community.

Right now, we are investing heavily in our organisation, and our people. Our Administration Centre is a state-of-the-art facility designed to inspire innovation, creativity and collaboration. The building has been named 'Yalawanyi Ganya' which means "sitting/meeting place" in the Gathang language of the indigenous people across the MidCoast Region.

About the MidCoast Region

From lakes and estuaries to white sandy beaches to world heritage mountain wilderness, the MidCoast region offers an attractive lifestyle for everyone. Our community is characterised by its welcoming attitude, growing economy and natural

beauty. These are the pillars of the quality of life we value.

Our commitment

At MidCoast Council we are committed to providing equal employment opportunities. Our aim is to provide all of our staff with an inclusive, safe and healthy working environment. We never discriminate on the basis of race, religion, national origin, gender identity or expression, sexual orientation, age or marital, veteran or disability status. If you have a disability and need to request any adjustments to assist with the application process, or to discuss workplace adjustments you may require, please contact the HR representative.

Council also recognises the skills and attributes of veterans and welcomes applications from ex-service personnel.

We respectfully ask that recruitment agencies do not contact us at this stage.