



PORMPURAAW

ABORIGINALSHIRE COUNCIL

Accommodation Supervisor

APPLICATION PACKAGE 2024



Pormpuraaw is on the west coast of Cape York, about 500 kilometers from the tip of Australia, just south of the Edward River. It is the home of the Thaayore, Wik, Bakanh and Yir Yoront People. Pormpuraaw is a beautiful community that is well known for its coastal location, magnificent sunsets, and abundant fishing experiences.

Reporting to the Executive Manager of Corporate Services, the Accommodation Supervisor is someone with a great work ethic, positive attitude and excellent leadership skills, to oversee our Council owned and operated accommodation facilities.

The position is based in Pormpuraaw where the sun meets the sea. Enjoy some of the best fishing Queensland has to offer while living rent free.

This is a hands-on role where you will mentor and work closely with the accommodation team to provide a great guest experience.

Skills / Experience Required:

To be successful in this role you must have:

1. Hold a current 'C' Class license.
2. Previous Accommodation Supervisor Level Experience
3. Excellent communication and organizational skills
4. Competent in Word, Excel, and Outlook
5. Understanding of Workplace Health and Safety
6. Satisfactory police check
7. Must be able to lead and mentor staff
8. positive team player

Applications close Monday, Friday the 11th of October 2024

About Council

Pormpuraaw is on the west coast of Cape York about 500 kilometers from the tip of Australia, just south of the Edward River. It is the home of the Thaayore, Wik, Bakanh and Yir Yoront People.

In 1986 the Pormpuraaw Aboriginal Community Council gained title to the area by way of a Deed of Grant in Trust (DOGIT). This enabled the council to have full local government authority over the

trust area of 466,198 hectares. In 2004 Pormpuraaw Aboriginal Community Council became a Shire Council incorporated under the Local Government (Community Government Areas) Act 2004.

Council has developed a set of values which guides the work of all employees:

A Strong Community

Council will strengthen the capacity and resilience of Pormpuraaw Community through partnerships with the Community, business, government and non-government sector groups in pursuing positive social, economic and environmental outcomes.

Excellence

Council and staff will strive for innovation, continuous improvement and long-term success in management and leadership practice, strategic planning and the performance of Council systems.

Accountability

Council is accountable to the Community and will conduct its affairs openly with integrity in consultation with Community, at the same time reflecting the highest level of democratic governance and public administration.

Fairness and Equity

Council recognizes and values the needs of different sectors and groups within its community and works in partnership with its valued volunteers, community-based agencies, State and Commonwealth departments to ensure needs are addressed in a planned and timely manner.

Welcoming Ideas

Council will actively encourage and seek the exchange of ideas and knowledge in finding creative solutions

Investing In the Future

Council will take a long-term view as a responsible steward of community assets and finances.

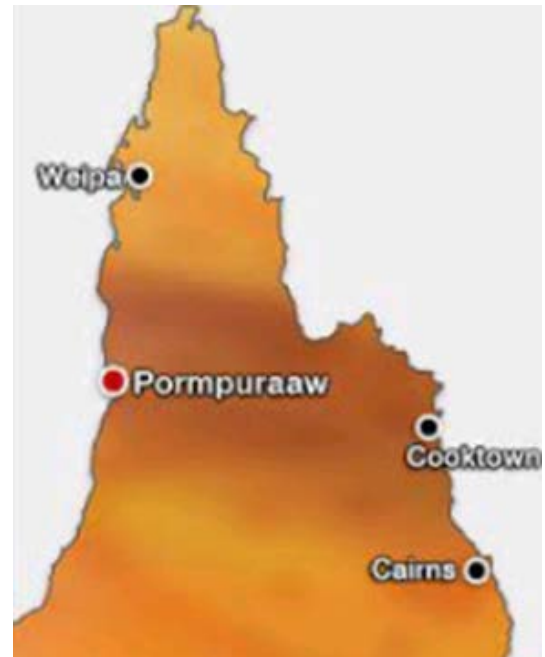
Location Profile

Pormpuraaw is an Aboriginal community situated on the west coast of Cape York Peninsula approximately halfway between Karumba and Weipa on the Edward River. It is 650 kilometres by road from Cairns about 500 kilometers from the tip of Australia.

Situated between two rivers, Pormpuraaw features terrific estuary fishing for barramundi, threadfin salmon, grunter, bream, and others. The nearby reefs also offer great fishing.

Pormpuraaw is the home of the Thaayore, Wik, Bakanh and Yir Yoront People. Many traditional arts and crafts are still practiced here, such as the weaving of dilly bags, dot painting, spear making and canoe carving. The Cultural centre houses many of these artefacts.

170 species of bird inhabit the sea, savannah and wetlands around Pormpuraaw. The bird population changes dramatically with the seasons as migratory birds come and go. Some locals are the crimson finch, star finch, brolga, sea eagle, hawk, and jabiru.



Living in Pormpuraaw

- Post Office
- Primary State School (Prep to Year 6) Child Care Centre
- Library
- Supermarket
- Regional Airport serviced by 2 Airlines weekdays
- Sports Club

Pormpuraaw is an alcohol managed community. It is prohibited to bring some types of alcohol into the community. (Fines apply) Alcohol can only be purchased and consumed at the Pormpuraaw United Brother's Sports Club.



Position Description

Reporting to the Executive Manager of Corporate Services, The Accommodation Team Leader is responsible for the effective management of the day-to-day operations and asset management of the Guest House Facilities & Contractor Camp facilities owned and operated by PASC.

The Accommodation Team Leader must ensure the highest standard of customer service by providing friendly and efficient service to all customers and inspiring your team to do likewise.

Responsible for the staffing, cleaning, building maintenance of the accommodation facilities as well as the administrative management of accommodation bookings, invoicing documentation, meeting and greeting of guests and maintaining guest registers.

The Accommodation Team Leader is expected to contribute to a safe workplace by participating and contributing to a safe work environment.

An Accommodation Team Leader with Pormpuraaw Aboriginal Shire Council is a person who: \

- Has a passion for our community and ensuring the community has access to the essential services it needs.
- Performs duties requested by the manager to ensure the Corporate Services Team is successful.
- Will work hard at every task.
- Effectively communicates in a timely manner.
- Acts as an ambassador for Council and the community.

Treats co-workers, community members and visitors with respect

Major Responsibilities

1. Accommodate guests by confirming bookings, registering and assigning guests to required accommodation facilities, issuing keys, transmitting and receiving messages, keeping records of occupied rooms and guests' accounts, booking and confirming reservations, collating invoicing information on bookings,
1. Maintain a booking register spreadsheet for all guests including an internal booking register
2. Maintain guest register and sign in guests appropriately, ensuring keys in and out are 3. accounted for
3. Correctly record & report internal accommodation bookings
4. Develop feedback forms for departing guests, develop a register of guest feedback and review/action relevant feedback as required
5. Develop an internal booking sheet for staff to request internal accommodation as required
6. Deal with all guests in a courteous, friendly and respectful manner and accommodate guests by meeting and greeting guests upon arrival at the Council reception, airport or other location as required
7. Provide monthly reports to the Exec Manager of Corporate Services including occupancy rates for the month, staff activities/attendance and maintenance list
8. Work with the Executive Manager of Corporate Services to develop a 'cost' per night based on outgoings and to support PASC financial sustainability goals

10. Maintain minor materials/equipment supplies by developing a linen register and developing a stores list for frequently ordered items, ensuring guest provisions are readily available
11. Ensure and report any maintenance required is communicated to Operations and follow up Operations for repairs or obtain quotes from contractors for repairs as required and complete a requisition for these services
12. Develop a spreadsheet to record serial numbers for TV's, DVD's, microwaves, dryers and washing machines
13. Report any external maintenance requirements – steps, gardens, lighting, signs, etc
14. Develop and provide a maintenance request sheet in each room
15. Check common areas daily and weekly – BBQ/Outdoor areas, kitchen areas, lounge areas, laundry rooms, etc
16. Develop a monthly and annual maintenance checklist and ensure this is undertaken as scheduled, such as washing of windows, external walls, furniture cleaning, etc
17. Provide input in the Accommodation business unit and future Guesthouse extension tender plans
18. Lead Accommodation team members, provide relative on the job training and monitor job performance pertaining to the level of cleanliness
19. Complete accommodation worksheets before the cleaning staff commence their working day, ensuring any special requests are noted and staff understand the duties required. Ensure that guest provisions have been supplied.
20. The Accommodation Team Leader must also ensure that equipment and tools are clean, readily available and maintained in good working order
21. Update and maintain knowledge by participating in further training and development as directed by Executive Manager of Corporate Services
22. Organise own work area effectively and perform all duties in a timely, accurate and professional manner
23. Meet deadlines and targets as set by the Executive Manager of Corporate Services and work under supervision and accept the responsibilities of the position
24. The Accommodation Team Leader is responsible for modelling, practising and actively supporting Workplace Health and Safety policies and standards and must ensure that all incidents are reported
25. This job description in no way states or implies that these are the only duties to be performed by this employee. The employee will be required to follow any other instructions and to perform any other duties requested by their manager

Number of direct reports: 3

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Work Health & Safety Requirements

1. Council Expectations all staff are required to:
2. Take reasonable care for their own health & safety
3. Take reasonable care for the health and safety of others including the implementation of risk control measures within their control Comply with all reasonable instructions by Council
4. Participate in activities and programs designed to improve health and safety
5. Report potential hazards and incidents in the workplace
6. Notify their supervisor or manager of any injuries or illness that occurs in their workplace.
7. All staff are expected to:
8. Contribute to the efficient and effective functioning of their team or work unit to meet Council objectives
9. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing
10. assistance to team members if required and undertaking other key responsibilities or activities as directed by the employee's supervisors

Council Expectations Continued

- Participate in the annual review of their performance against agreed operational and performance objectives
- Perform their responsibilities in a manner which reflects and responds to continuous improvement
- Read, understand and comply with all Council policies and procedures
- Undertake risk management and actively support and participate in the risk management processes adopted by the Council which include identifying, analysing and evaluating risk that may impact on the Council
- Familiarise themselves with the principles of anti-discrimination, anti-bullying, work health and safety and other relevant legislation, and show the willingness and capacity to participate in equal employment opportunity and work health and safety plans, policies and programs.
- Ensure decision-making, actions and behaviours are ethical, responsible, transparent and in accordance with legislation, policy, procedures and service standards and within limits of authority (delegation/authorisation). Ensure financial management and procurement policy and procedural requirements are met.

Key Selection Criteria

Essential

1. Previous Accommodation Experience
2. Excellent communication and organisational skills
3. Competent in Word, Excel and Outlook
4. Understanding of Workplace Health and Safety
5. Satisfactory police check
6. Must be able to take direction.
7. Must be able to lead and mentor staff
8. Must be able to assist in the management of Council's Accommodation assets

Remuneration

The remuneration package will be inclusive of the following:

- Cash salary is ranged between \$70,000 - \$75,000 per annum (can be negotiated based on skills and experience).
- Provision of a fully furnished 2-bedroom house (rent free) in accordance with Council's staff housing policy. The employee is responsible for electricity, telecommunications, and personal household contents insurance.
- Relocation assistance can be negotiated with successful candidate up to the value of \$2,500.
- Full private use of a Council vehicle within the community. CEO approval for use outside of the community.
- 5 weeks annual leave per annum (plus 17.5% leave loading). 15 days personal leave per annum.
- Ordinary hours of work are 36.25 hours per week, Monday to Friday.
- Ongoing paid training opportunities

Information for Applicants

To enable a valid assessment of your application, it must include the following information.

1. Cover Letter:

To be eligible for consideration, you must complete a cover letter that demonstrates to the panel your understanding of the requirements for position and that you have the necessary knowledge, experience and qualifications to successfully carry out the duties. It is essential that the information you provide is clear, concise and relevant, so that the selection panel can readily assess your suitability for the position.

Resume (Curriculum Vitae) which includes:

- Personal Details - Name, address and telephone number.
- Your education and training achievements.
- Your work history including employment dates and details of the duties, performance and your achievements.

Referees:

You must provide the names and contact details of a minimum of two referees in your application. Prior authorization will be obtained from you before referees are contacted.

Other Documents

Copies of relevant qualifications

Applications should be sent to:

Simone Ferris People and Culture
Leader
HR@pormpuraaw.qld.gov.au

Questions should be directed to

Simone Ferris People and Culture Leader
HR@pormpuraaw.qld.gov.au
Ph: 0417 124 567

Applications close Friday 20th of September 2024