

Position Description

POSITION	Grounds & Maintenance Supervisor	
REPORTS TO	Park Manager	
DIRECT REPORTS	Grounds Worker(s)	
CONTACTS	Internal: <ul style="list-style-type: none"> ▪ Park employees ▪ Regional Managers ▪ Operations Managers ▪ Corporate Staff 	External: <ul style="list-style-type: none"> ▪ Suppliers ▪ Contractors ▪ Customers ▪ Park guests
PURPOSE	<p>The Grounds & Maintenance Supervisor provides support to the Park Manager to ensure the property is operated in accordance with Reflections Holidays policies and procedures.</p> <p>The Grounds & Maintenance Supervisor is responsible for supervising the Grounds team and overseeing the maintenance and grounds work with the Park.</p>	
KEY RESPONSIBILITIES	<p>Grounds and Maintenance</p> <ul style="list-style-type: none"> ▪ Undertake removal of rubbish ▪ Undertake general grounds maintenance and repairs ▪ Undertake mowing, slashing, brush cutting and edging of grounds and lawns ▪ Undertake garden maintenance, weeding, spraying, pruning and mulching ▪ Undertake cabin maintenance as required ▪ Maintain gardens and trees to ensure a safe environment for guests and park staff ▪ Maintenance of fencing as required ▪ Removal of deceased animals and wildlife as required ▪ Operate plant and equipment ▪ Carry out maintenance, servicing and basic repairs to water supply, drainage and septic/sewerage systems ▪ Assist in the care and control of native and introduced animals within the park ▪ Carry out road and infrastructure maintenance, projects and construction within the park ▪ Carry out more complex repairs and maintenance on park buildings and facilities 	

- Complete servicing and repairs on the parks plant, pumps, vehicles and machinery
- Coordinate and complete cleaning of amenities blocks, camp kitchen, BBQ's, fish cleaning tables and picking up of general rubbish as required
- Carry out security checks and patrols of the park
- Assist and direct visitors within the park
- Provide excellent customer service
- Communicate effectively with all guests and park staff
- Positioning of boat and slippery dip pontoons (if applicable)
- Lifeguard duties (if applicable)
- Any other reasonable duties as directed by management

Leadership

- Supervise and manage Grounds Worker employees
- Source quotations from contractors for required works
- Ensure effective management and cleanliness of areas in control
- Ensure compliance with all mandatory and necessary legislative and regulatory requirements
- Implement programs for any upgrades or maintenance
- Conduct contractor inductions in conjunction with Manager
- Attract, retain and train staff as required
- Undertake continuous improvement of all procedures within area
- Handle any complaints by staff or guests and report or escalate as required
- Assist with rostering and timesheet approvals for Grounds Workers as required
- Assist with Myosh updates, inspections and audits
- Carry out security checks and patrols of the park
- Conduct evening rounds and closure of park amenities
- Undertake on-call duties including providing after hours support and responding to after hours enquiries where required

WHS

- Follow Work Health and Safety guidelines and procedures
- Identify hazards, assess and control safety risks
- Report all incidents to Safety and input into MYOSH within 24 hours of incident occurring
- Manage team WHS responsibilities including toolbox talks, communications, WHS incidents and injured workers' return to work
- Undertake continuous improvement of all procedure within area

	<ul style="list-style-type: none"> Any other reasonable duties as directed by management
QUALIFICATIONS	<ul style="list-style-type: none"> Certificate III in Holiday Parks and Resorts or willingness to obtain Certificate II in Horticulture or willingness to obtain First Aid Certificate Current Driver Licence WHS for Managers and Supervisors Return to Work for Managers and Supervisors All other compliance training as required
EXPERIENCE	<ul style="list-style-type: none"> Experience in customer service Experience in a supervisory position Experience in general maintenance, repairs and outdoor cleaning Experience in gardening and/or maintaining grounds Experience in using and maintaining outdoor and grounds machinery Experience in complaint handling and conflict resolution Handyman, plumbing or carpentry experience Experience in tourism and hospitality desirable
KNOWLEDGE	<ul style="list-style-type: none"> Sound knowledge and understanding of Fair Work and Work Health and Safety regulations Knowledge and understanding of Material Safety Data Sheets Knowledge of use and safe storage of cleaning equipment and chemicals Knowledge of mechanics or basic repairs to plant, machinery or equipment Knowledge and understanding of handling and use of outdoor and grounds machinery
COMPETENCIES	<ul style="list-style-type: none"> Ability to work productively and independently Ability to manage time to meet priorities Ability to learn quickly, use initiative and adapt to changing work environments Ability to problem solve Ability to handle and use outdoor and grounds machinery Ability to effectively lead and supervise a team Excellent customer service and communication skills
CAPABILITY REQUIREMENTS	<p>Business Leadership</p> <ul style="list-style-type: none"> Thinks Systematically – Recognises the complex interrelationships among business activities and understands the “big picture” of how decisions impact NSWCHPLM overall, business units, outcomes or processes.

	<ul style="list-style-type: none"> ▪ Analyses Information – Analyses and understands quantitative and qualitative data, including financial data, industry data, people metrics and survey results. ▪ Planning and structure – Sets up clear processes and structures for the delivery of projects. Structures work by efficiently planning and coordinating activities, identifying critical paths to the completion of activities and manage resources to accomplish objectives on time and within budget. ▪ Drives Results – Actively works towards the achievement of project visions and delivering the best outcomes for NSWCHPLM. Sets clear goals to work towards and creates plans to overcome obstacles as they arise. <p>People Leadership</p> <ul style="list-style-type: none"> ▪ Coaches for performance – Provides clear and consistent feedback, encouragement and developmental guidance, and corrects individuals' performance based on clearly communicated objectives. ▪ Inspires others – Encourages a team spirit of common effort, positive energy and results, and motivates others to perform their best. ▪ Fosters Learning – Creates an environment that supports the development of existing talent and efficient training of new colleagues. ▪ Builds relationships – Establishes open and trusting relationships, treating all individuals fairly and with respect, developing a climate where individuals are committed to sharing information <p>Interpersonal Characteristics</p> <ul style="list-style-type: none"> ▪ Collaborates – Willingly works with others across NSWCHPLM towards common goals, understands the responsibilities, activities and ways to develop business interrelationships. ▪ Influencing others – Effectively influences internal and external stakeholders, using data, logic and reasoning to drive the best outcomes for NSWCHPLM. ▪ Leverages Networks – Builds, maintains and leverages contacts both within and outside the organisation to gather critical information and influence key decisions.
SELECTION CRITERIA	<p>Essential:</p> <ul style="list-style-type: none"> • Certificate III in Holiday Parks and Resorts or willingness to obtain • First Aid Certificate • WHS for Managers and Supervisors • Return to Work for Managers and Supervisors • Current Driver Licence • Current Working With Children Check for paid employment • Experience in a supervisory position • Experience in general maintenance, repairs and outdoor cleaning • Experience in gardening and/or maintaining grounds • Experience in using and maintaining outdoor and grounds machinery • Handyman, plumbing or carpentry experience • Ability to work productively and independently

	<ul style="list-style-type: none"> • Ability to manage time to meet priorities • Ability to learn quickly, use initiative and adapt to changing work environments • Ability to problem solve • Ability to handle and use outdoor and grounds machinery • Ability to effectively lead and supervise a team • Sound knowledge and understanding of Fair Work and Work Health and Safety regulations • Knowledge of WHS issues and safe work practices • Knowledge of use and safe storage of cleaning equipment and chemicals • Knowledge and understanding of Material Safety Data Sheets • Knowledge of use and safe storage of cleaning equipment and chemicals <p>Desirable:</p> <ul style="list-style-type: none"> • Certificate II in Horticulture or willingness to obtain • Experience in tourism or hospitality • Chemical Handling and Storage Certificate
REFLECTIONS HOLIDAYS VALUES	<i>How our company values apply to all employees</i>
GROW TOGETHER	<p>When we work as a team, everyone benefits.</p> <p>We grow when our people, our places and communities are at their best – teamwork helps us all grow and learn.</p>
SAY IT, DO IT	<p>We deliver on our promises – we are all as good as our word. We are solutions focused.</p>
MAKE A DIFFERENCE	<p>In partnership with others, we achieve better outcomes.</p> <p>We believe everyone can make a difference in the lives of people, places, and our planet.</p>
CARE DEEPLY	<p>We are genuine and demonstrate care for our customer, our communities, our people, and our world. We deliver to a high standard.</p>

ACKNOWLEDGEMENT:

I acknowledge that I have read and understood the duties and responsibilities as listed in this position description and have been provided a copy for my reference.