

Position Profile

Designation:	Operations Manager – NW Visitor Management – Mornington
Reporting to:	Regional Operations Manager – NW
Supervises:	Seasonal staff plus casual staff and contractors at two sites: Mornington Wilderness Camp and Charnley River Wilderness Camp
Based at:	Mornington Wilderness Camp, Central Kimberley <i>On season - basic single accommodation provided at Mornington Wildlife Sanctuary for the successful applicant. Offseason location to be negotiated.</i>

Organisational context:

Australian Wildlife Conservancy (AWC) is the largest private (non-profit) owner of land for conservation in Australia, protecting endangered wildlife at 31 sanctuaries in which we own or manage in partnership, covering a total of more than 6.5 million hectares in iconic regions such as the Kimberley, Cape York, the Top End and Kati Thanda-Lake Eyre. With a focus on practical land management, informed by world-class science, AWC is implementing a dynamic new model for conservation.

AWC's mission - to deliver effective conservation for all native animal species and their habitats - is achieved by:

- **Operations** - delivering effective large-scale land management including fire management, feral animal control, weed control and infrastructure management.
- **Science** - delivering a nationally-coherent program of ecological surveys with a focus on monitoring key conservation assets and threats, conducting applied research relevant to wildlife conservation, implementing conservation programs including reintroductions, and providing advice to management.
- **Fundraising** - mobilising finance (primarily, tax deductible donations) from the general public and philanthropists including through effective communication of AWC conservation programs.

OneAWC is defined as 'a cohesive, engaged, collaborative, high performing group guided by strong, effective leaders. A group of people who all understand AWC's mission, vision and their role in contributing to the achievement of mission and vision, all connected and working towards a common purpose, guided by a set of shared values'. The delivery of AWC's mission is highly reliant on all of AWC working collaboratively with each other.

Values of AWC:

AWC's work is directed at achieving our mission – the effective conservation of Australia's wildlife and their habitats – and is guided by the following values. At AWC, we are:

- **Respectful** – demonstrating care, recognition and integrity
- **Informed** – working together to acquire and apply evidence, knowledge and experience
- **Dedicated** – committed to delivering effective outcomes, with resilience and tenacity
- **Innovative** – applying creative thinking for effective solutions

- **Accountable** – taking ownership of our actions and outcomes
- **Sustainable** – delivering long-term financial and ecological viability

Three of AWC's sanctuaries are in the Kimberley region: Mornington, Marion Downs, and Charnley-River, along with four partnerships, the Dambimangari, Wilinggin, and Yulmbu Aboriginal Corporations, and the Commonwealth Department of Defence controlled Yampi Sound Training Area. In total, these sanctuaries and partnerships cover a combined area of over 4.3 million ha and protect numerous threatened habitats and species. The Wildlife Link Centre for Research and Conservation at Mornington is the base for an award-winning land management and science program. In addition, we operate unique visitor programs at two of our Kimberley properties – Mornington Wildlife Sanctuary and Charnley River Wildlife Sanctuary – during the dry season (typically April – October).

The Kimberley Wilderness Camps Manager is responsible for the integrated management of visitor programs at Mornington and Charnley. Your highest priority is the effective delivery of a world class visitor operation at Mornington Wilderness Camp (MWC) and Charnley River Wilderness Camp (CRAR). Attracting ~6,500 visitors each year across both camps, management of MWC and CRAR involves managing catered accommodation (MWC safari tents), a busy restaurant, two campgrounds and a series of guest activities including birdwatching tours, guided walks and the hire of canoes at selected locations along the Fitzroy River.

During the dry season, Wilderness Camps operate at Mornington and Charnley River which showcase AWC's work both in the Kimberley and AWC's other sanctuaries. The north-west region has a diverse team of operations and land management officers, ecologists, hospitality staff, researchers, and a range of volunteers work on a wide array of programs across the region. Day-to-day operations in the north-west are overseen by the Regional Ecologist and Regional Operations Manager who report to the Chief Science Officer, and the Chief Operating Officer, respectively. You will work closely with the MMDT and CRAR Operations Managers (responsible for delivery of operations and land management activities at Mornington) and the MMDT and CRAR Wildlife Ecologists (responsible for science activities at Mornington and Charnley River Artesian Range).

You will be responsible for ensuring tight integration with the AWC Development team especially in relation to supporting our special events for AWC supporters and the conversion of visitors to AWC donors. Engagement with key stakeholders and contributing to AWC's communications program are also important functions of this role. You will need to be a strong advocate for AWC's conservation model and achievements.

Success in this position will be measured by reference to key metrics which track:

- The number of visitors
- A range of financial measures (revenue and expenditure).
- The extent to which visitors learn about AWC's conservation activities and become AWC supporters.
- Visitor satisfaction.
- Effective management of camp staff to undertake their roles to a high standard and effectively communicate AWC's goals and values.
- Effective integration with the operations, land management, development and science teams.
- Engagement with AWC's strategic partners, clients & supporters

In order to achieve success, you will need to manage and direct resources efficiently and in accordance with an approved budget and operating plan. The level of activity will be measured and reported on a regular basis.

Key relationships:

The position reports to the Regional Operations Manager and will liaise closely with other staff in the NW and nationally in particular:

- The Mornington Marion Downs and Tablelands (MMDT) Operations Manager
- The Charnley River Artesian Range Operations Manager
- The North West Admin Officer
- The National Operations Manager
- The Events Development Officer
- Development Executives
- The North West Regional Ecologist
- The Mornington and Marion Downs Ecologist
- The Charnley River Artesian Range Ecologist
- North West Regional Maintenance Officer

The position supervises a range of staff and contractors including:

- The Deputy Camp Manager (2IC & Restaurant and Bar Manager).
- The FOH Supervisor (Reservation and POS Systems and Bar Supervisor)
- Head House Keeper and Housekeeping staff (presentation of the safari tents and visitor accommodation).
- Head Chef and Kitchen Staff
- Head Grounds Keeper and Grounds Staff (general maintenance of Camp).
- Hospitality All-rounders.
- Senior Interpretive Officer (co managed with Development Events Officer) and the Interpretation Officers
- Charnley River Camp Host
- Charnley River Hospitality All Rounder

The Wilderness Camps Manager is required to live on site at Mornington from Mid March to late October, with any leave to be arranged outside that period. There is some flexibility for the position to be performed off-site by negotiation between November – Mid March.

Critical Competencies:

1. **Efficiency under pressure:** you need exceptional planning and organisational skills, including a demonstrated ability to prioritise and execute a large number of tasks in an efficient manner.
2. **Managing staff:** you need excellent people management skills and a high emotional intelligence, including the ability to lead, manage and co-ordinate remote teams of staff and contractors. The ability to lead a team living and working together in a small remote community, and foster harmonious relationships during a busy season, is critical..
3. **Working with people:** excellent communication and interpersonal skills including the ability to establish and maintain relationships with a diverse range of stakeholders (staff, visitors and supporters).
4. **Experience in managing a successful hospitality/visitor operation:** You need to demonstrate knowledge and practical experience delivering a successful hospitality/visitor operation including:
 - a. Strong customer relations skills including an ability to engage/communicate effectively with guests.
 - b. Experience and extensive knowledge in use of reservation systems, online booking platforms and point of sale systems to support day to day visitor management operations and scheduled financial and occupancy reporting.
 - c. Management of a licensed venue, restaurant and accommodation or equivalent experience.
5. **Financial management:** demonstrated ability to deliver operations in a cost-effective manner and to manage financial resources including:
 - a. Preparing and maintaining a budget;

- b. Managing the collection of revenue;
 - c. Coding and tracking expenditure, operating within the budget; and
 - d. Preparing written financial and operational reports.
6. **Compliance and recording:** demonstrated understanding of current industry HSE compliance (ie. Covid19 regulations and food handling), and a demonstrated ability to maintain records, manage data, write letters and reports, manage permit/authorisation processes and undertake contract management.
 7. **Resourcefulness:** the ability to improvise and 'problem-solve', developing practical solutions with limited resources.
 8. **Living in extremely remote wilderness location:** previous experience of working and living in a rural area, preferably remote, and the supervision of teams in geographically diverse locations. Understanding of the potential severe ramifications of accidents and mistakes in a remote setting.
 9. **Information technology:** advanced ability in using standard business software packages and programs (including Word, Excel, TEAMS, Monday.com, Fulcrum) is essential.
 10. **Health & Safety:** experience in the application of organizational health and safety systems and incident reporting.
 11. **A passion for conservation:** a passion for, or strong interest in, conservation.

Qualifications:

1. Formal qualifications/training in a relevant discipline (hospitality/tourism), with *supervisory and management experience*, would be an advantage, but is less important than strong, practical experience and a good track record of delivering 'on-ground' results.
2. Proven experience in delivering 'on-ground' results.

Licenses & Certificates:

1. *Valid* manual driver's licence and off-road 4x4 experience desirable.
2. PTD Authorisation (license to drive paying passengers)
3. Light Rigid driver's license desirable
4. Covid19 Hospitality Certifications
5. Senior first aid certificate or the capacity to readily obtain it (remote certification – highly desirable).
6. Current Police clearance certificate.
7. Current Working with Childrens Check
8. Approved Managers Certification; Appropriate Liquor Licensing accreditation and Nationally Accredited RSA including the ability to operate as an Approved Manager of a licensed facility.

Inherent requirements of the role:

The execution of tasks associated with the position may involve fieldwork in remote locations and can sometimes be away from an established field base. The working environment will be predominantly outdoors and often in the extremes of weather – hot and wet and/or dry. The position can be physically demanding and may require walking and climbing over rough terrain, heavy muscular activity including lifting, carrying, pushing and pulling loads, bending, climbing and driving a variety of vehicles. In addition, the applicant will conduct periods of office work, planning and supervising long term and short term projects. The successful applicant must be physically capable of performing these activities in the locations required in order to carry out the inherent role responsibilities.

Responsibilities:

1. Management of staff & contractors

<p>Key activities and responsibilities:</p> <ul style="list-style-type: none"> • Manage a remote team comprising permanent/seasonal staff plus contractors and casual staff. <ul style="list-style-type: none"> ○ Ensure staff have clear milestones/key result areas against which progress/performance can be measured. ○ Ensure staff rosters are prepared and managed to meet operational requirements and award/contract conditions. • Undertake recruitment of seasonal and other camp staff in accordance with AWC policies including preparation of job specs, interviews and reference checks, finalisation of all HR documentation, compliance with induction policies and Safety compliance. <ul style="list-style-type: none"> ○ Ensure all employment contracts meet AWC requirements and any Award requirements. • Manage the allocation of staff resources, as necessary, to meet operational requirements. • As required, co-ordinate, engage and supervise: <ul style="list-style-type: none"> ○ Visiting staff; ○ Contractors (in accordance with AWC procurement policy); and ○ Volunteers. • Ensure all staff comply with liquor license requirements. • Foster, and be an advocate for, the adoption of AWC culture (outcome focused, good science, strong team, cost-effective) across all camp operations. • Form long lasting relationships with AWC suppliers and source new suppliers if necessary
<p>2. Develop operational plans and budgets.</p>
<p>Key activities and responsibilities:</p> <ul style="list-style-type: none"> • Oversee the preparation of operational plans for Mornington Wilderness Camp and Charnley River Wilderness Camp • Oversee the preparation of draft budgets for Mornington Wilderness Camp and Chanley River Wilderness Camp <p><i>Note: plans and budgets are subject to approval by the North West Regional Operations Manager and National Operations Manager. .</i></p>
<p>3. Oversee the implementation of approved operational plans and provide regular progress reports</p>
<p>Key activities and responsibilities:</p> <ul style="list-style-type: none"> • Oversee the implementation of the actions set out in approved operational plans. . • Provide a quarterly report and annual reports detailing progress in implementing the plans. Quarterly reports will include reports against key metrics including visitor numbers; rate of engagement in key tours and other activities; proportion of visitors recruited to the AWC database; fundraising revenue; etc. • Provide additional progress reports, as requested. • Seek approval for any variation from the operation plans and, if approved, oversee or implement the amended plans.
<p>4. Oversee/deliver camp management operations</p>
<p>Key activities and responsibilities:</p> <ul style="list-style-type: none"> • Day to day camp management operations: ensure the smooth running of the Mornington Wilderness Camp including: <ul style="list-style-type: none"> ○ Ensuring all staff, visitors and contractors are Traditional Owners and Indigenous Partners; acknowledgment and respect of traditional owners across all AWC properties and other. ○ Operation, maintenance, and presentation of the campground; ○ Operation, maintenance, and presentation of the Safari-Tents, Directors Hut and eco tents ○ Operation of the bar and restaurant including meticulous management of all supplies; ○ Operation of activities (birdwatching tours, canoe hire, walking trails etc); ○ Sale of merchandise; ○ engagement with visitors including collection of revenue and visitor details; sale of activities; recording of feedback, etc; and

- Ensure all staff, visitors and contractors are in compliance with AWC Covid19 policy and Conditions of Entry
- **Manage the Licensed Premises:**
 - Perform the role of *Approved Manager of a Licensed Premises*, including ensuring an Approved Manager is always rostered on when alcohol may be served.
 - Manage the bar and restaurant in accordance with the requirements of the Liquor Act and Mornington Wilderness Camp Liquor License and management plan.
 - Oversee the Deputy Camp Manager and FOH Supervisor in ensuring the bar stock is stored properly and stock levels maintained at all times.
 - Advise the Regional Operations Manager promptly of any issues that may contravene the license.
- **Ensure high quality customer service:** ensure systems are in place to ensure high quality customer service at all times during the visitor experience at each camp (arrival; restaurant; activities; checking out etc). Ensure any complaints are identified and addressed.
- **Deliver an interpretative program** – see items 8 and 9 below
- **Marketing:**
 - Maintain a strong relationship with key partners notably Outback Spirit.
 - Maintain regular contact with relevant tourism bodies in order to promote Mornington-inc Destination Management Organisations and tour operators.
 - Encouraging a strong, positive word of mouth image throughout the region
 - Seek out new marketing opportunities and contacts, as appropriate.
 - Liaise with the AWC Development Events Officer and Communications Manager regarding advertising / marketing opportunities
- **Indigenous Engagement and Acknowledgements;** acknowledgment and respect of traditional owners across all AWC properties and other. An eagerness and ability to learn and portray cultural awareness and lead by positive example. Ensuring all traditional owners living, visiting, or working upon Country are supported by AWC.

5. Financial management and reporting

Key activities and responsibilities:

Income

- Manage camp bookings, scheduling and invoicing in accordance with AWC procedures.
- Prepare income breakdown in the format required by the Chief Financial Officer.
- Ensure cash takings are managed and banked securely.
- Ensure that the collection, recording and banking of any revenue is in accordance with AWC policies and procedures.

Expenditure

- Deliver activities in the most cost-effective manner.
- Ensure that all operational expenditure is in accordance with:
 - The approved budget; or
 - For expenditure not identified in the budget, a relevant approval in accordance with AWC financial procedures and delegations.
- Ensure that all expenditure is in accordance with AWC policies and procedures.
- Ensure that necessary financial reports are prepared in accordance with AWC policies and procedures.

General

- Ensure all required records and paperwork are retained and, as necessary, submitted to the AWC finance department.
- Include in Quarterly reports an analysis of any variances to budgeted income and/or budgeted expenditure.

Note: the budgets are to be developed in conjunction with the Regional Operations Manager and submitted to the National Operations Manager for review within the agreed timeframe. Approval is by the National Operations Manager.

6. Ensure appropriate management of risks in relation to the health and safety of staff, contractors, students, interns, volunteers and visitors

Key activities and responsibilities:

- In accordance with the requirements of the National Operations Manager, or their delegate, undertake project risk assessments (PRA's) and prepare risk management plans for operations at each Wilderness Camp (in consultation with the Mornington Operations Manager).
 - The risk assessments and management plans must protect the health and safety of everyone on sanctuary including you, other staff, contractors, visitors, volunteers, students and interns.
- Implement and comply with the provisions of the approved risk management plans and AWC safety policies and procedures, including Safe Work Practices and Safe Operating Procedures, as relevant to operational activities.
- Ensure safety management plans and safe work systems, as approved by the National Operations Manager, are implemented and complied with.
- In particular, for all camp activities:
 - Ensure that an induction system is in place, implemented and audits are completed in accordance with AWC safety policies and procedures
 - Ensure emergency procedures, including check in/out systems are in place, reviewed regularly and are posted in appropriate locations.
 - Ensure the installation and use of hazardous materials and equipment is consistent with regulatory requirements and accepted safety standards.
 - Ensure that you and all staff, contractors and/or volunteers have adequate training, (and/or licences and experience) before using plant, equipment, tools and/or vehicles, and that during use all AWC safety policies and procedures are complied with.
 - Ensure staff members have current first aid certificates.
 - Ensure staff members comply with Covid19 and Hospitality hygiene practices
 - Ensure incident and near miss reports are filled out and submitted as per approved AWC policies and procedures, in a timely manner.
 - Ensure all other required action is taken to manage risks in relation to the health and safety of staff, visitors, contractors, volunteers, students, and interns.

7. Develop and maintain assets and infrastructure at Mornington Wilderness Camp and Charnley River Wilderness Camp

Key activities and responsibilities:

- Working with the NW Regional Maintenance Officer and MMDT/CRAR Operations Managers, manage and co-ordinate staff and contractors responsible for, and as required assist in the delivery of:
 - Asset maintenance;
 - Infrastructure development projects (eg, building construction and maintenance); and
 - Road maintenance.
- Ensure the best value for money solutions are utilised through tendering processes, and the use of innovative solutions.
- Vehicle maintenance and Du diligence; ensuring tour vehicles and operations vehicles allocated to visitor management are upkept and maintained in accordance to servicing schedules and AWC standards.
- Ensure that for each Camp: :
 - An inventory of all assets and infrastructure is maintained.
 - The maintenance, servicing and repair of all infrastructure and assets (including plant, equipment, and vehicles) is carried out in accordance with an approved maintenance schedule.

<ul style="list-style-type: none"> ○ Systems are in place to record all maintenance activity and to record the use and replacement of assets. ○ Appropriate insurance cover is in place for all assets, as per approved AWC procedures.
8. Assist in the implementation of AWC's development (fundraising) program
<p>Key activities and responsibilities:</p> <ul style="list-style-type: none"> ● Collection of data for the AWC database: <ul style="list-style-type: none"> ○ Maintain visitor statistics in accordance with agreed AWC procedures. ○ Collect visitor data (email addresses, phone numbers etc) in an agreed format and provide it to the AWC development team for inclusion in the AWC database. ● Delivery of presentations and other information about AWC: <ul style="list-style-type: none"> ○ Ensure effective delivery of information about AWC in the Kimberley and elsewhere through the delivery of formal presentations; the distribution of brochures, through personal contact and via other means. All presentations and other information is to be prepared in consultation with the Development team and approved by the Executive Development Officer, Regional Operations Manager and Regional Ecologist <p>Ensure all Camp staff implement a strategy to actively convey AWC messages at key points throughout each visitor's stay, incorporating dedicated personal engagement at the campground and in the restaurant. The strategy is to differentiate between existing supporters and general visitors.</p> <p>Request donations from visitors: as appropriate, and in accordance with guidelines prepared with the Development team, request donations from visitors either as part of a campaign (brochures, posters) or direct request.</p> <ul style="list-style-type: none"> ● Support the operation of special events for donors: <ul style="list-style-type: none"> ○ Assist with planning, co-ordination and implementation of special events. ● Other tasks: As required, undertake other tasks to assist in the implementation of development (fundraising) programs including: <ul style="list-style-type: none"> ○ Assisting in the drafting, submission and management of applications for funding. ○ Preparing reports.
9. Assist in the implementation of an effective information/communications strategy
<p>Key activities and responsibilities:</p> <p>Public education/interpretation strategy</p> <ul style="list-style-type: none"> ● In consultation with the AWC Development team, prepare and implement a public education/interpretation strategy. ● The strategy is to include: <ul style="list-style-type: none"> ○ the design and display of interpretative material which promotes awareness of conservation issues and AWC activities, especially in the Kimberley; ○ regular presentations at each Camp outlining the AWC conservation model especially our achievements/activities in the Kimberley; ○ provision of brochures and leaflets in accordance with the Development strategy; and ○ ensuring all Camp staff maintain an awareness of research and conservation activities and are able to effectively communicate these to all to staff, guests and visitors. <p>Merchandise/products</p> <ul style="list-style-type: none"> ● Sell AWC merchandise at the Camp in consultation with the Development team. <p>Routine communications</p> <ul style="list-style-type: none"> ● As required, compile and submit information and images for use in relation to all communications products including: <ul style="list-style-type: none"> ○ Wildlife Matters, AWC website; ○ Visitor displays and information; ○ Products required under relevant Agreements. ● Ensure regular weekly reports are submitted utilising photos and information about camp activities. ● Represent AWC at various public forums, as required, and in accordance with AWC policies and requirements.

<p>10. Ongoing development of Visitor Strategies</p> <p>Key activities and responsibilities:</p> <ul style="list-style-type: none"> Assist the North West Regional Manager and National Operations team in the development and implementation of a Visitor Strategy: <ul style="list-style-type: none"> for Mornington-Marion Downs and Tablelands and Charnley River Atresian Range: securing the continued success of the Mornington Wilderness Camp and Charnley River Wilderness Camp; <p>Adopt responsibility and support the momentum of progress in various existing VM projects and capital works across both camps.</p>
<p>11. Promote integration with science and operations</p> <p>Key activities and responsibilities:</p> <ul style="list-style-type: none"> Promote the integration of camp staff with the science and operations team based at Mornington and Charnley through volunteering opportunities and briefings on science/operations activities.
<p>12. Implement a volunteer programs</p> <p>Key activities and responsibilities:</p> <ul style="list-style-type: none"> As required, work closely with the National Volunteers Coordinator to implement a volunteer program at each camp, ensuring it is integrated with AWC's national volunteer program. In particular, ensure AWC: <ul style="list-style-type: none"> Selects appropriate people as volunteers; Provides volunteers with information and agreements before travelling to the relevant camp (e.g. on conditions, the tasks they will be asked to perform etc); and Inducts and manages volunteers adequately.
<p>13. Government, community and stakeholder engagement</p> <p>Key activities and responsibilities:</p> <ul style="list-style-type: none"> Assist in developing and maintaining a productive working relationship with all relevant stakeholders including: <ul style="list-style-type: none"> Traditional Owners and Indigenous Partners; acknowledgment and respect of traditional owners across all AWC properties and other. Pastoral Neighbours; and WA Government agencies.
<p>14. Undertake other tasks, as required</p> <p>Key activities and responsibilities:</p> <ul style="list-style-type: none"> Provide back-up for all Camp roles, if required (i.e. staff member sick, low staff numbers, wet season commencement), including cooking, housekeeping, and restaurant and handyperson duties. During the wet season: <ul style="list-style-type: none"> handle all bookings and inquiries Continue working on strategic plans and projects Conduct other day-to-day management tasks, as required, to ensure the effective conservation of Mornington-Marion Downs and Tableland. For example, assist with fire control duties, including wildfire control and support activities. Undertake other tasks, as required, at other AWC sanctuaries to further AWC's mission. Comply with all AWC policies and procedures.

Kimberley Wilderness Camps Manager

Mornington Wilderness Camp, Central Kimberley WA
 12 month fixed term contract

Wilderness Camps Organisational Structure:

