

Role Description

Designation:	Head Housekeeper
Reporting to:	Deputy Camp Manager
Supervising:	Other All Rounder's in housekeeping, and from time-to-time other staff, volunteers, or contractors rostered on housekeeping duties.
Based at:	Mornington Wildlife Sanctuary, central Kimberley WA.

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).

Mornington Wilderness Camp is one of the Kimberley's best-known destinations, located south of the iconic Gibb River Rd at the base of the spectacular King Leopold Ranges. Featuring a beautiful Creekside camp ground, semi-permanent safari tents and a licenced bush restaurant, Mornington is renowned as a birdwatchers paradise and the gateway to spectacular gorges on the Fitzroy River. Charnley River Wilderness Camp offers a remote campground, great birding and a range of wilderness destinations to explore.

At Mornington, the Wildlife Link Research Centre is the operations base for AWC land managers and ecologists year-round. Staff (temporary and permanent), researchers, volunteers, AWC Rangers, hospitality staff and students live and work together year-round to ensure delivery of high-quality hospitality, science and land management.

Day-to-day operations of the Mornington Wilderness camp are overseen by the Mornington Wilderness Camp Manager. The Mornington camp operates 12 safari tents, 3 Eco Tents, a bar, a 50-seat restaurant, tours and a camp ground for up to 60 people, plus special events for supporters.

Reporting to the Wilderness Camps Manager, the **Head Housekeeper** is responsible for the housekeeping of the camp and will work with an Assistant Housekeeper, Chefs/Cook and Deputy Camp Manager to ensure a high level of service, a consistent conservation message, and to leave a lasting impression on all who visit. Given the location, the job is quite diverse with exciting opportunities to volunteer with the sanctuary science and operations programs in your spare time.

Other key positions in the NW:

- Wilderness Camps Manager who oversees the Wilderness Camp, and reports to the Kimberley Regional Operations Manager. Direct reports include the Head Chef, Deputy Manager, MWC Handy person and Housekeeper.
- Mornington Sanctuary Operations Manager; Oversees land Management operations for Mornington Wilderness Sanctuary – reports to Kimberley Regional Operations Manager
- Regional Operations Manager (ROM NW) who oversees operations and land management for all AWC Kimberley properties, including Mornington Wilderness Camp.
- Regional Ecologist; Oversees science and research for the Kimberley/ Mornington Wilderness Sanctuary. Leads team of ecologists.
- Deputy Camp Manager who oversees the management of camp reception, including acting as the Camp Manager on those days the Camp Manager is rostered off, including the duty of *Approved Manager of a Licensed Premises*.
- A team of ecologists, including the Regional Ecologist, who implement the northern Australian conservation and science programs.

Qualifications:

1. Formal qualifications and/or training in **hospitality** and/or **tourism** with *supervisory experience* would be an advantage, but is less important than practical hospitality experience and a good track record of providing quality outcomes.

We are seeking candidates with a strong care of, and interest in the environment and its conservation. Additionally, it is an important key role requirement that the candidate has hospitality and tourism experience, along with a fantastic positive attitude.

Critical Competencies:

1. Attention to detail and demonstrated organisational skills, including an ability to prioritise and execute a large number of tasks in an efficient manner – sometimes with limited resources.
2. The ability and willingness to maintain a high level of service for guests.
3. Good general communication skills.
4. Demonstrated experience in hospitality (essential) ideally in a three to five-star hotel, including supervising staff (desirable).
5. Experience in working to internal controls and processes in a remote setting.
6. Thorough understanding and awareness of safety issues and a willingness to implement them – both relative to the hospitality industry, and in working in a remote location.
7. A genuine interest in and care of the environment and the ability to foster a culture of ecological awareness amongst the hospitality team.
8. The ability to work as part of a team and get on well with others in an isolated situation.
9. Flexibility in hours of work to meet operational requirements of the role and a natural desire to take ownership of your role.
10. Experience living and working in a remote environment and ability to thrive in a small community environment.

Licenses & Certificates:

1. WA or nationally accredited current RSA certificate (must be obtained prior to commencement).
2. Current Senior First Aid certificate.
3. National Police Clearance certificate.
4. A current valid Australian (or internationally recognised) manual driver's licence.
5. COVID-19 Hygiene certificate
6. Working with Children's Check
7. The "Right to Work in Australia" evidence.

Inherent requirements of the role:

The execution of tasks associated with the position are predominantly housekeeping based (i.e. inside guest accommodation), though based in a remote location. Extremes of weather can be experienced – hot and wet and/or dry. The position requires a moderate level of fitness and can include lifting, carrying, pushing and pulling loads, bending, climbing and driving a variety of vehicles. The successful applicant must be physically and mentally capable of performing these activities in order to carry out the inherent role requirements.

Responsibilities:

1. Housekeeping
Key activities and responsibilities: <ul style="list-style-type: none">• Clean all safari tents and ablution areas in accordance with daily procedure checklists.• Report all urgent maintenance jobs to the Wilderness Camp Manager, with maintenance checklists posted on the maintenance board on a daily basis.• Check all safari tents before guests check out to ensure nothing is left behind.

<ul style="list-style-type: none"> Advise the Wilderness Camp Manager of any articles that are left behind, any damage noted to the safari tents and/or any contents or items which appear to be missing.
2. Stock management and reporting
<p>Key activities and responsibilities:</p> <ul style="list-style-type: none"> Restock guest mini bars and report mini bar purchases to the Front Desk staff in a timely manner. Attend to all aspects of housekeeping services, including ordering necessary stock in accordance with the approved budget and maintaining a current inventory of stock in hand.
3. Health & Safety
<p>Key activities and responsibilities:</p> <ul style="list-style-type: none"> Undertake relevant safety inductions and training upon commencement, and as needed throughout the season. This includes: <ul style="list-style-type: none"> Understanding AWC's OH&S policies and procedures and associated safety obligations to you, other staff and all visitors (guests, contractors, volunteers, students etc). The location of the RFDS (Royal Flying Doctor Service) medical box, authorised and unauthorised use, and associated services. Being aware of the qualified First Aid staff available to you during each roster term. Maintaining an understanding and awareness of safety issues [relevant to both the hospitality industry and associated in working in a remote location] and be willing to implement them. Undertake all housekeeping duties in accordance with approved AWC OH&S policies and procedures. Ensure incoming housekeeping stock orders are stored appropriately, per the Wilderness Camp Managers directions, including all items being checked against the order form on arrival for accuracy. Ensure all incidents, accidents and near misses are reported (for yourself, colleagues, visitors etc) and appropriate forms completed and submitted in a timely manner per the approved AWC procedure. This will include immediately informing the Camp Manager (or in the absence of the Camp Manager, the Deputy Camp Manager) of incident and accidents once appropriate medical treatment has been sought and the situation is in hand.
4. Ecological sustainability
<p>Key activities and responsibilities:</p> <ul style="list-style-type: none"> Undertake operations in a manner consistent with the conservation values of AWC and Mornington Wildlife Sanctuary, and promote a culture of ecological sustainability. Ensure that all waste is minimised (i.e. recycle where possible). Allow visitors the transparency of seeing how AWC promote environmental care in all aspects of operations.
5. All Rounder/Front of house duties

Bar and restaurant duties:

Key activities and responsibilities:

- Provide table waiting services in the restaurant in accordance with AWC's agreed procedures, ensuring that all guests receive a high standard of service at all times.
- Provide exceptional service at all AWC events.
- Act in a responsible manner whilst tending the bar as per instructions given by the Approved Manager and in accordance with the Responsible Service of Alcohol guidelines.
- Ensure close and securing of bar areas at agreed time and as per AWC procedures.
- Present at all times in a clean and professional manner, in accordance with agreed uniform and grooming standards.
- Assist with the organisation of various requirements for supporter groups and other special visits to Mornington.

Front desk duties:

- Greet guests in a warm and welcoming manner.
- Provide a conservation message consistent with AWC's mission and values to all visitors to the camp
- Inform guests of the camp facilities and policies that apply to them.
- Collect visitor details when guests arrive using the MWC reservation system.
- Ensure all Front Desk procedures are carried out and documented.
- Handle all guest enquiries and requests in a polite, efficient and timely manner.
- Calculate guest bills and issue receipts and/or invoices as necessary.
- Be able to use POS, RMS (Reservation System) and EFTPOS machine to process payments.
- Take bookings for tours and meals.
- Answer telephone and radio enquiries regarding safari tent and campground bookings.
- Other duties as requested by the Restaurant and Bar Supervisor.
- Communicate over UHF Radio to other staff members in a direct and professional manner

Kitchenhand duties:

- Clean and pack away dishes
- Report to Head Chef for daily jobs
- Follow general cleaning procedures and operations in the kitchen

6. Other duties as required

Key activities and responsibilities:

- At all times and in all roles maintain a high level of customer service to guests.
- If and when requested, assist with camp and sanctuary land management tasks e.g. weed control and infrastructure maintenance.
- Assist with fire control duties, including wildfire control and support activities.

- Other duties as requested by the Deputy Camp Manager or Kimberley Wilderness Camps Manager.
- Comply with all AWC policies and procedures.
- Champion the AWC values and OneAWC approach.

NOTE: See the following page for the proposed 2022 MWC team structure

Wilderness Camps Organisational Structure:

