



D U T Y S T A T E M E N T

TITLE OF POSITION	Campsite Caretaker/s – Baden-Powell Park.
REPORTS TO	Campsite Management Committee with a Committee's nominee available for day-to-day contact.
DIRECT REPORTS	Nil
LIAISES WITH	Campsite Maintenance Officer/s Campsite Weekend Supervisors Branch Commissioner Campsites Assistant Chief Commissioner Sustainability and Operations
DELEGATIONS	As per the Delegations Policy.
MEASUREMENTS	Count of compliments received about Caretaker interaction or about facility cleanliness.
PURPOSE	The Campsite Caretaker is Scouts Queensland's customer service representative for the campsite to which they are appointed and responsible for the frontline caretaking and cleaning and security of the campsite.
NATURE OF ROLE	This is a volunteer role. The role may be shared between a couple who are in a permanent life relationship. The role requires the Caretaker(s) to reside on site. The accommodation provided is a tool of the trade required to perform their duties, and is not part of any remuneration.
EXPECTED WORKING HOURS	Be available on site as the Caretaker for the campsite 25 hours per week, 48 weeks per annum.
DURATION OF APPOINTMENT	Twelve months, with the option, subject to mutual agreement (Management Committee and Caretaker(s)) of a further 12 months.
ACCOMMODATION	A two-bedroom cottage is provided on-site rent free. A Scouts Queensland Occupancy Agreement must be signed before taking up residence in this accommodation.



**PRIMARY
RESPONSIBILITIES**

The following responsibilities are to be completed within the agreed caretaker weekly hours

- Be onsite and available for customer contact service for a minimum period of one (1) hour and a maximum period of two (2) hours each day as per the nominated *Caretaker Availability Hours* sign posted at the site.
- Ensure that all customers or their group's representative are registered on the Association's booking system and that all fees due are paid.
- Ensure customer representatives are aware of the campsite rules and emergency proceedings.
- Maintain a listing adjacent to the office indicating which campsites are occupied, pre-booked and which are available for drive in campers.
- Arrange with potential customers who wish to preview the facilities to meet with them to view nominated facilities when they are on duty.
- Undertake a pre-camp Building/Campsite Inspection of any premises hired and a post-camp inspection and record any damage or abnormality that occurred during the hire.
- Notify the Campsite Management Committee's nominee of any damage incurred by the customer.
- Ensure all facilities are clean before the customer's hire period commences and either clean or arrange cleaning of the facilities after the hire period has been completed.
- Check ablution blocks on a regular basis appropriate to the number of customers using the site at any one period to ensure customers are keeping facilities clean and tidy. Hose and squeegee or sweep ablution blocks if necessary.
- Clear and pick up any rubbish from any part of the campsite after use by a customer/s and deposit in industrial bin.
- To submit a written report each month to the Campsite Management Committee.
- Ensure all gates and barriers are closed and locked when part of the whole of the campsite is not being used.
- Where Campsite Supervisors are rostered on for periods of time (generally weekends) to supervise the campsite, the Caretaker/s will arrange a time and

place to meet and handover data relevant to current and incoming customers.

- Advise the Maintenance Officer of any maintenance or repairs to any of the facilities advising of the next hire period for the facility.
- Liaise with the Maintenance Officer on any tasks the Maintenance Officer needs assistance with in the performance of their duties.
- Any other responsibilities requested by and in support of the Chief Commissioner/Assistant Chief Commissioner Sustainability and Operations, Branch Commissioner Campsites or Campsite Management Committee.

The following responsibilities may need to be attended to outside of the weekly caretaker hours:

- Respond to emergency calls or text messages out of office hours.
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CRITERIA

- Have a sound knowledge and strong commitment to the purpose, objectives, and philosophy of Scouting, its policies and procedures and have a clear understanding of the methods which make it distinctive from other youth organisations.
 - Good oral and written communication skills.
 - A high level of personal motivation and organisation.
 - Be respectful of all members of the campsite team, (and of those in the wider community) recognising individual differences as a resource.
 - Prior to taking up the role, apply for and be admitted to membership of Scouts Queensland, if not already a member.
 - Have a working understanding of the use of technology, information systems, communication and video conferencing to achieve the outcomes of the role.
 - Be able to communicate effectively with all levels in Scouting, patrons and the community.
 - Be able to mediate simple disputes between customers and identify and describe campsite improvement opportunities.
 - Be able to prioritise workloads and multitask to ensure commitments are fulfilled in a timely manner.
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ROLE SPECIFIC CRITERIA

- Relevant Experience in a similar role would be desirable.
- Prior to commencement of the role as Caretaker/s, the Caretaker/s must;
 - a. Hold a current Queensland Working with Children Card (Blue Card),
 - b. Hold a current Queensland C class Licence
 - c. Complete the on-demand module *Introduction to Scouting*,
 - d. Complete the on-demand modules *BCORE Child* and *BCORE WHS* and update this training in accordance with Association requirements, and
 - e. Be a member of the Association.
- Undertake any other training nominated by the Campsite Management Committee.