



DUTY STATEMENT

TITLE OF POSITION	Campsite Caretaker/s – Murrenbong
REPORTS TO	Campsite Strategy Committee
DIRECT REPORTS	Nil
LIAISES WITH	Campsite Maintenance Officer/s Campsite Weekend Supervisors Campsite Volunteers
DELEGATIONS	As per the Delegations Policy
MEASUREMENTS	Successful completion of all duties in accordance with Campsite Strategy Committee requirements
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
EXPECTED AVAILABILITY	Be available on site as the Caretaker for the campsite for duration and days agreed with the Campsite Strategy Committee. It is expected this role will require an onsite availability by the incumbent/s of 3-4 hours per day aligned to peak use periods
DURATION OF APPOINTMENT	Twelve months, with the option, subject to mutual agreement of a further 12 months.
ACCOMMODATION	A partially furnished residence is provided on-site rent free. A Scouts Queensland Occupancy Agreement must be signed before taking up residence in this accommodation. The accommodation provided is a tool of the trade required to perform their duties and is not any form of remuneration.



**PRIMARY
RESPONSIBILITIES**

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

- Be onsite and available for customer contact service each day
- 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 and check-in requirements
- Arrange with potential customers who wish to preview the facilities to meet with them to preview nominated facilities
- 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 Strategy Committee of any damage incurred by a 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 all parts of the campsite after use by a customer/s and deposit in industrial bin
- To submit a written report each month to the Campsite Strategy Committee as per any agreed format
- Ensure all gates and barriers are closed and locked when part of the whole of the campsite is not being used or whenever possible
- Where Campsite Weekend Supervisors are rostered on for periods of time (generally weekends) to supervise the campsite, the Caretaker/s will arrange with the



Supervisor 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 within the performance of his duties
- Any other responsibilities requested by and in support of the Chief Commissioner/Assistant Chief Commissioner – Sustainability and Operations and the Campsite Strategy Committee

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

- Respond to emergency calls or text messages as required.

CRITERIA

- A personal commitment to the Aim and Principles of Scouts Australia, and an ability to convey a positive and constructive image of Scouting and reinforce the fundamental importance of the Scout Promise and Law.
- 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.
- Be respectful of all members of the team (and of those in the wider community) recognising individual differences as a resource.
- 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 (both in verbal and written communication) with all levels in Scouting, patrons and the community.
- Be able to mediate simple disputes between customers and identify and describe campsite improvements.
- Be able to prioritise workloads and multitask to ensure commitments are fulfilled in a timely manner.
- Have a sound understanding of Child Safety in accordance with Qld Branch Policies, Principles, Standards and Procedures.



ROLE SPECIFIC CRITERIA

- Relevant Experience in a similar role would be desirable
- A high level of personal motivation and organisational skills
- Hold a current Queensland C class manual licence
- Undertake any other training nominated by the Campsite Strategy Committee
- Membership of Scouts Queensland which involves:
 - Applying for and being admitted to membership of Scouts Queensland prior to taking up the role;
 - Holding a current Queensland Working with Children Card (Blue Card);
 - Completing and renewing as per current policy, the on-demand modules *SP CHILD* and *SP WHS*.