



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

TITLE OF POSITION	Campsite Caretaker/s – Allawah
REPORTS TO	Campsite Management Committee Chairman or in their absence the Region Commissioner.
DIRECT REPORTS	Nil
LIAISES WITH	Various site Contractors under direction of the Campsite Management Committee Moreton Region Finance Officer
DELEGATIONS	As per the Delegations Policy
MEASUREMENTS	Count of compliments or complaints 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.
EXPECTED AVAILABILITY	Be available on site as the Caretaker for the campsite for duration and days agreed with the campsite 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 (Management Committee and Caretaker(s)) of a further 12 months.
ACCOMMODATION	The caretaker is responsible for providing their own accommodation facilities. A powered caravan site can be made available at no cost, or the incumbent would be expected to live sufficiently close the site to be responsive to visitor needs and able to attend site on short notice. If staying onsite, A Scouts Queensland Occupancy Agreement must be signed before taking up residence onsite



**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 two (2) hours and a maximum period of three (3) 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 register indicating which campsites are occupied, prebooked and which are available for new bookings.
- Arrange with potential customers who wish to preview the facilities to meet with them to preview nominated facilities they wish to preview 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 caused by the customer.
- Ensure all facilities are clean before the customer's hire period commences and clean 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. Service bins emptied each morning.
- 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 as per agreed format.
- Ensure all gates and barriers are closed and locked when part or the whole of the campsite is not being used.
- Advise the Campsite Management Committee of any maintenance or repairs to any of the facilities advising of the next hire period for the facility.



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- Bank cash receipts at least a minimum of weekly. Cash is not to be held for more than 1 week.
 - Complete receipt and other books of account monthly and submit to the Moreton Region Finance Officer not later than 10th of each month.
 - Any other responsibilities requested by and in support of the Chief Commissioner/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 as required.
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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 their 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.
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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 Licence.
- Undertake any other training nominated by the Campsite Management 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.