

Position Description



GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

Position title:	Caravan Park Leading Hand
Classification:	Level 4
Status:	Permanent, Full-Time.
Location:	Various locations along the Great Ocean Road, Victoria.
Approved:	Accommodation Services Manager – December 2025

About the Great Ocean Road Coast and Parks Authority

The Great Ocean Road Coast and Parks Authority (the Authority) was established on 1 December 2020 to deliver better protection and management of the iconic coast and parks of Victoria's Great Ocean Road.

In partnership with our Traditional Owners, our role is to manage, protect, rehabilitate and foster resilience of the natural, cultural and heritage values of coastal Crown land and marine waters along the Great Ocean Road.

As a public land manager for the Great Ocean Road coast and parks, we manage a wide variety of public land from National Parks to coastal beaches to town foreshores. We also lead visitation policy and planning for the scenic landscapes along the Great Ocean Road to manage visitation 'hot spots' and provide a great visitor experience.

All revenue raised through our commercial endeavours is reinvested back into the coast to ensure the Great Ocean Road region can be enjoyed now and for generations to come.

About the Accommodation Services Team

Our ten self-managed Caravan Parks and Cape Otway Lightstation generate the majority of the Authority's revenue. We are the single largest accommodation provider on the Great Ocean Road with over 800,000 visitor nights annually. Situated adjacent to some of the most spectacular beaches on the coast, our caravan parks offer a range of accommodation options for families, tourists, students and visitors.

Our Accommodation Services team currently manages the following parks along the Great Ocean Road:

- Anglesea Family Caravan Park
- Apollo Bay Recreation Reserve
- Kennett River Family Caravan Park
- Lorne Foreshore Caravan Park
- Marengo Family Caravan Park
- Skenes Creek Foreshore Caravan Park
- Torquay Foreshore Caravan Park
- Wye River Beachfront Campground.
- Princetown Recreation Reserve
- Port Campbell Recreation Reserve

Purpose of the position

The **Caravan Park Leading Hand** is accountable for the day-to-day supervision of park grounds staff to upkeep of lawns, gardens, trees and terrain as well as the general maintenance activities (minor repairs, painting, removal of debris, etc) of structures, cabins, equipment and other items.

Primary responsibilities

Key responsibilities of this position include:

- Supervision of the ground's maintenance staff under the direction of the park management.
 - Daily works and safety briefings for the team.
 - Works planning and delegation of tasks to individual staff ensuring high standards and efficiencies are met.
 - Provide regular feedback to the team and manage team performance and development with support from management.
- Undertake construction, revegetation, and other landscaping projects within the site.
- Liaison and communicate with internal and external stakeholders including the community, visitors and contractors.
- Participation in team meetings, risk identification and mitigation activities.
- Grounds maintenance such as weed control, spraying, pruning, mowing, mulching, sawing, lopping, raking, planting, fertilizing, irrigation management, and other associated land care processes.
- General maintenance such as minor carpentry repairs, painting, handyman style repairs requiring use of power tools and other general equipment in cabins, communal ablution blocks, kitchens, office buildings, fences and other items and equipment across the site.
- Ensure the amenity and appearance of the site is maintained such as hard rubbish removal, rubbish bins emptying, removal of debris and rubbish around caravan sites, removal of fallen branches, leaves and other items from the park grounds.

- Perform cleaning and maintenance duties of the site swimming pool and spa area and surrounds, where applicable.
- Schedule plant and equipment maintenance, facility and asset maintenance works, safety and asset management inspections.
- Estimate materials, equipment, cost, labour and purchasing as required in line with budgetary controls.
- Administrative duties including any relevant reporting; responding to phone and email enquiries and maintenance requests.
- Understand and lead compliance with occupational health and safety, cultural heritage, planning and environmental policies, procedures and legislative requirements relevant to the position including risk identification and assessments, incident reporting, daily job cards and safety inspections.
- Face to face customer liaison at the site including the provision of information, dealing with customer complaints, receiving maintenance requests and other customer interactions.
- Advising management of customer issues as soon as able and in the format directed by the management to ensure an efficient and timely transfer of information.
- Respond to and assist with emergency calls and after hours calls for both site maintenance.

Key selection criteria

Qualifications and experience:

- Qualifications relevant to foreshore operations (trade or diploma)
- Experience leading or supervising small teams.
- Three years' experience in trade, land management, facilities and grounds maintenance or other relevant work.
- Chainsaw qualifications.
- First Aid Certificate.

Knowledge and skills

- Practical grounds skills developed in an environment involving care and maintenance of large-scale broad acreage grounds spaces.
- Practical maintenance skills developed in an environment involving a range of general repair and handyman activities.
- Knowledge of occupational health and safety processes and procedures.
- Ability to communicate with people across a broad range of backgrounds.
- Demonstrated ability to work as part of a team.
- A proactive approach to problem-solving.
- Excellent time management and organisational skills.
- Experience in safe manual handling techniques and use of chemicals (preferred).

Terms and conditions of employment

Appointment to this position is subject to the successful applicant being able to:

- Provide a National Police Check Certificate
- Obtain a Working with Children Certificate
- Evidence of Australian Work Rights
- Hold a current manual Australian Driver's Licence.

Special characteristics

Weekend work will be required over a minimum six-week period at Christmas and the two-week period at Easter. Other weekend work may be required throughout the year. Ability to take annual leave will be limited during the peak periods of December and January plus Easter. Penalty rates may apply in line with the Enterprise Agreement.

Participation in an on-call roster outside of ordinary business hours and the ability to attend the workplace at short notice in response to emergency or urgent operational situations is a requirement of this role. This will include answering the after-hours night phone.

Organisational relationships

Reports to:	Caravan Park General Manager
Direct reports:	Park Rangers
Internal liaisons:	All Great Ocean Road Coast and Parks Authority departments
External liaisons:	Community, agencies and government stakeholders.