

Position Description

OFFICIAL



GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

Position title:	Caravan Park Housekeeping Supervisor
Classification:	Level 3
Status:	Permanent, Full-Time
Location:	Various locations along the Great Ocean Road, Victoria
Approved:	Accommodation Services Manager – April 2026

Purpose of the position

The **Caravan Park Housekeeping Supervisor** is responsible for overseeing the day to day cleaning and maintenance requirements of the caravan park amenities, cabins and other facilities.

About the Great Ocean Road Coast and Parks Authority

The Great Ocean Road Coast and Parks Authority (GORCAPA) is the dedicated Victorian Government entity entrusted with the care, protection and sustainable management of one of Australia's most breathtaking and culturally significant coastal regions. Established under the Great Ocean Road and Environs Protection Act 2020, GORCAPA was created to address the complex and fragmented management of the coastline and ensure the long-term conservation of this iconic landscape.

GORCAPA is responsible for managing more than 170,000 hectares of coastal reserves, National Parks, Marine Sanctuaries and foreshores stretching along 355 kilometres of stunning coastline. This includes high-profile sites such as the Twelve Apostles Visitor Experience Precinct and Cape Otway Lightstation, as well as local ports, community reserves and critical marine environments.

At the heart of its work is a commitment to protect the unique environmental, cultural, heritage and community values of the region. GORCAPA partners deeply with Traditional Owners, local communities and stakeholders to integrate cultural knowledge, ensure environmental stewardship, support sustainable visitation and build lasting benefits for regional economies and generations to come.

About our Caravan Parks

Our ten self-managed caravan parks and Cape Otway Lightstation generate the majority of Authority 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 Caravan Parks 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
- Port Campbell Recreation Reserve
- Princetown Recreation Reserve
- Torquay Foreshore Caravan Park
- Wye River Beachfront Campground.

Primary responsibilities

The key responsibilities of the **Caravan Park Housekeeping Supervisor** include:

- Ensuring the cleanliness standard / quality of the park, as defined by the park managers, is delivered and maintained by the cleaning staff. This is across all areas of the park that require cleaning including but not limited to cabins, amenity blocks, laundries, offices, meeting rooms, kitchens and other buildings as nominated by the managers.
- Assisting the managers with the management of inventory to ensure par stock levels of linen, chemicals, toiletry products etc is maintained to the correct levels to ensure business continuity;
- Preparing rosters in conjunction with the managers of the park to ensure efficient supply of labour resources to meet seasonal demands;
- Assisting the managers with the development and implementation of a seasonal cleaning schedule to incorporate both daily, weekly, monthly and other cyclic cleaning activities;
- Performing a range of cleaning duties such as sweeping, mopping, dusting, vacuuming, scrubbing, laundering, making beds, washing dishes, emptying bins, handling rubbish and other general duties in the act of cleaning cabins, communal ablution blocks, kitchens, office buildings and other general buildings and structures on caravan park sites;
- Liaising with customers at the Parks including provision of information, dealing with customer complaints, receiving maintenance requests and other customer interactions as may be required;
- Advising management of customer issues as soon as able and in the format directed by the Park Managers to ensure an efficient and timely transfer of information;
- Handling of stock including rotation of stock, lifting of boxes, linen and other items.

Key selection criteria**Qualifications and experience:**

- Previous experience supervising staff in a housekeeping environment
- Previous experience in ensuring safe manual handling techniques and use of chemicals (preferred)
- Current first aid certificate

Knowledge and skills

- Practical cleaning skills developed in a health, hospitality or aged care environment involving a range of cleaning duties.
- Ability to communicate with people across a broad range of backgrounds.
- Demonstrated ability to work as part of a team.
- Proactive approach to problem solving.
- Good time management and organisational skills.

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
- Provide evidence of Australian Work Rights
- Hold a current Australian Driver's Licence.

Organisational relationships

Reports to:	Caravan Park Management
Direct reports:	Housekeeping staff members
Internal liaisons:	All Great Ocean Road Coast and Parks Authority departments
External liaisons:	Community, agencies and government stakeholders.