GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

Position Description

Position title:	Duty Manager - Lightstation
Classification:	Level 5
Status:	Full-Time, Fixed-Term (6 months)
Location:	Cape Otway, Victoria
Approved:	Accommodation Services Manager – May 2026

Purpose of the position

The Duty Manager is principally to assist the site Manager/ Assistant Manager with the day-to day operations and management of the site. The Duty Manager works under the supervision of the site Managers and implements their directions.

In the absence of the Manager and/or Assistant Manager (annual leave, rostered days off), the Duty Manager shall act on their behalf and assume responsibility for daily operational management.

The focus of the position is to assist with the administrative management of the site, the organization of staff, and daily service delivery. When the Manager/s are also on site, the Duty Manager may perform general office duties, project tasks, be asked to assist the team with duties, and deal with any customer or operational issues that may arise.

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.

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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 Light station, 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 the Accommodation Services Team

Our self-managed coastal Caravan Parks and Cape Otway Lightstation generate the majority of the 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, we offer a range of accommodation options for families, tourists, students and visitors.

Key Accountabilities

- Taking a professional and proactive approach to management and the operation of the site.
- Leading by example in customer service, occupational health and safety (OHS), and emergency management.
- Delivering a high-quality tourism service, providing feedback and suggestions to management on visitor experiences and improvements.
- Dealing with issues relating to group bookings or activities.
- Implementing and adhering to the site and GORCAPA's relevant systems and processes.
- Liaising with management to deal with issues that may arise in an expeditious time frame.
- Conducting various administrative duties, including accommodation and tour bookings, invoicing, ticket sales, liaising with guests, clients, suppliers and stakeholders.
- Assisting management with various tasks such as staff payroll and rostering.
- Ordering retail stock and general supplies within agreed parameters and inventory reporting.
- Carrying out opening and closing procedures, including financial reporting, banking procedures and

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accurate record keeping or filing.

- Ensuring high levels of cleanliness and hygiene standards, including amenities.
- Assisting management in planning, implementing and promoting tours to enhance the visitor experience.
- Providing staff training and induction of new staff, where required.
- Working collaboratively within the team, assisting staff with their duties (administration, cleaning, cafe, ticketing, grounds), as required.
- Providing an exemplary customer service standard, including dealing with complaints and managing difficult customer issues and situations.
- Responding to and assisting with emergency or after-hours calls and incidents through on call duties.
- Supporting a strong financial performance, including maximising revenue and minimising expenses.
- Assisting with the implementation and responses to emergency procedures within the Lighthouse precinct.
- Complying with OHS policies and procedures, identify potential risks and reporting hazards, accidents, incidents or near misses.
- Updating and maintaining knowledge of the Lightstation's history and relevant cultural heritage overlays.
- Ensuring site security procedures are maintained.
- Maintaining a friendly, positive, professional and cooperative manner when interacting with visitors and staff.

Key selection criteria

Qualifications and experience:

- Degree, Diploma or Certificate in Business Administration, Hospitality or Tourism.
- Demonstrated experience in a supervisor/duty manager position, preferable within a hospitality or tourism environment.
- Booking software experience, e.g. RMS.
- Demonstrable experience with managing budgets, payroll and other financially critical elements of a business.

Knowledge and skills

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- Excellent communication and interpersonal skills, including an ability to communicate with people from a diverse range of backgrounds.
- Proficient in and committed to providing a high level of customer service, including experience successfully resolving customer issues and complaints.
- Proven ability to work effectively as part of a team and provide leadership and mentoring to staff.
- Effective computer skills and experience using Microsoft Word and Excel.
- Ability to respond positively to change and perform duties professionally in an often fast-paced environment.

Terms and conditions of employment

Appointment in 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 License.

Organisational relationships

Reports to:	Lightstation Manager / Assistant Manager
Direct reports:	All lightstation staff, in the absence of Managers.
Internal liaisons:	All Great Ocean Road Coast and Parks Authority departments
External liaisons:	Community, agencies and government stakeholders.