



Guest Services Housekeeping Team Leader

Section: Holiday Parks

Salary point: 10

Position number: PSC691

Last updated: April 2025

Position objectives

Reporting to the Assistant Manager, the position contributes to the daily operations, management and improvement of Council's Beachside Holiday Parks through the coordination and provision of quality housekeeping and cleaning services to ensure the park and all assets are presented to a high standard.

The position is required to work 60 up to 76 hours per fortnight, across 7 days, with a level of flexibility needed to meet the operational needs of the Council's Beachside Holiday Parks. The position may also from time to time be required to assist at the Koala Sanctuary.

PSC values



Respect: Creating a unique, open and trusting environment

Integrity: Being honest and taking responsibility for our actions

Teamwork: Working together as one Council to support each other

Excellence: Improving the way we work, to meet future challenges

Safety: Providing a safety focused workplace culture

Key responsibilities

- Provide supervision and leadership to the housekeeping team and assist Park Managers in the delivery of key business objectives.
- Contribute to the planning, coordination and facilitation of systems, processes, plans, park activities and facilities as a member of the Park leadership team.
- Assist Management in the preparation, monitoring and control of the operational budgets with input into expenditure areas relating to Housekeeping responsibilities and resourcing.
- Provide direction and supervision to the housekeeping staff in all their daily activities and duties.

- Coordinate with the park team the daily cleaning standards, allocation of staff to adequately service the property.
- Coordinate regular inspections of the park accommodation assets, identify problems and/or improvements and complete tasks in conjunction with the Park Manager's priorities.
- Coordinate general cleaning of park facilities and amenities assisting grounds staff when required.
- Undertake specific administrative tasks to support Park operations.
- Contribute to the planning, coordination and facilitation of onsite activities and events.
- Communicate and liaise with Park staff, management, guests and tenants in a manner that encourages safety, teamwork and enhances the parks presentation.
- Comply with Council's safety policy and procedures, ensure all work activities and sites are assessed and potential risks managed, contribute to risk treatment plans & safe work method statements, standard operating procedures and participate in safety inspections and toolbox meetings and complete incident reports.
- Maintain agreed stock levels and ensure orders are submitted following agreed procedures.
- Ensure all equipment used by the housekeeping team is maintained to approved safe standards and all workplace safety procedures are followed at all times.
- Ensure all duties undertaken are performed in accordance with established policies and procedures in a timely cost efficient and courteous manner, projecting a high level of customer service.
- Ensure housekeeping staff are aware of their roles, responsibilities and performance objectives & monitor performance.

Key accountabilities

- The position is responsible for the effective coordination of a small team and participation in the park leadership team.
- The position is responsible for the completion of regularly occurring tasks with general guidance on a daily basis. Work is not closely supervised.
- The position is also responsible for the coordination of work requiring the application of administrative or technical skills.

Extent of authority

- Requires skills in supervising a small team of staff, to motivate and monitor performance against work outcomes.
- Employees supervised require motivation, monitoring and co-ordination to achieve specific outputs. This includes the involvement in priority determination, work scheduling, and utilisation of staff to achieve required outputs, outcomes, quality assurance, coaching and instruction.

Judgement and decision making

- The position involves the performance of non-repetitive tasks governed by established procedures, specific guidelines. Work is not often closely supervised and work programs may be determined within established priorities.
- Problems are readily solved by applying basic principles / procedures and established practices.
- Interprets well established procedures, precedents and guidelines with choices limited to a few options.

Typical thinking at this level includes quantification of resources needed to meet operational targets; investigation of claims where information is unclear or incomplete. Tasks typically undertaken include scheduling, organising, planning, coaching and teaching.

Skills, knowledge and capacity

Organisational

- Demonstrated commitment to a customer service culture and delivery of quality service.
- Commitment to learning and understanding of the Australian Business Excellence philosophy.
- Conduct that demonstrates to others Council's commitment to Respect, Integrity, Teamwork, Excellence and Safety.
- Demonstrated commitment to completing tasks within time, cost and quality.
- Ensure all documentation is completed on time and to required standards.

Interpersonal

- Proven ability to respond positively to guests and visitors and deliver a quality guest experience.
- Demonstrated high level of communication, interpersonal and problem solving skills.
- Demonstrated self-motivation skills and an ability to work in a team environment.
- Sensitive to and an understanding of the diverse cultural needs of guests and visitors.

Qualifications and Experience

- Certificate III in Cleaning, Housekeeping, Holiday Park Operations or equivalent.
- Extensive experience in the cleaning or accommodation industry.
- Experience in coordinating a small team and lead by example.
- Working knowledge of accommodation systems and procedures.
- A sound knowledge of safe work practices and WH&S requirements.
- Availability to work over a seven day spread of hours.
- Current Class C Drivers Licence.

Capability Framework level: Intermediate

Personal attributes	Relationships	Results	Resources	Workforce leadership
• Manage self • Displays resilience and adaptability • Act with integrity • Demonstrate accountability	• Communicate and engage • Community and customer focus • Work collaboratively • Influence and negotiate	• Plan and prioritise • Think and solve problems • Create and innovate • Deliver results	• Finance • Assets and tools • Technology and information • Procurement and contracts	• Manage and develop people • Inspire direction and purpose • Optimise workforce contribution • Lead and manage change

Position description approval

Employee

Date