



Mornington Wilderness Camp
Deputy Camp Manager
Central Kimberley, WA

~ A unique opportunity to help shape the future of private sector conservation in the Kimberley ~

One of the most exciting and rewarding hospitality roles in Australia, this is a rare opportunity to use your practical hospitality skills as part of a team protecting the spectacular Kimberley landscape and its threatened wildlife.

Australian Wildlife Conservancy (AWC) is a non-profit organisation dedicated to the effective conservation of Australia's threatened wildlife and their habitats. AWC owns and manages more land than any other private conservation organisation in Australia - 29 properties, covering 6.4 million hectares - protecting more than 1,200 fauna species through active land management informed by strategic scientific research.

Seven of these sanctuaries are located in the Kimberley region. Mornington, Marion Downs, Tableland), Dambimangari Indigenous Protected Area, Wilinggin Indigenous Protected Area, Yampi Sound Training Area and Charnley River-Artesian Range cover a combined area of over 4.3 million ha and protect numerous threatened habitats and species. The WildlifeLink Centre for Research and Conservation at Mornington is the base for an award-winning land management and science program.

Australian Wildlife Conservancy (AWC) – the largest private (non-profit) owner/manager of land for conservation in Australia is looking for a small team of dynamic people with experience in hospitality to facilitate the operation of the renowned Mornington Wilderness Camp (MWC).

MWC is one of the Kimberley's highest rated destinations, known worldwide for its scenery (sandstone escarpments, ancient gorges and vast savanna woodlands), its wildlife (Gouldian Finches are one of 200 bird species) and the integration with a working conservation project. Attracting 4,500 visitors each year, MWC offers safari tent accommodation, 25 site campground, a licensed bush restaurant and a range of tours/interpretative products.

Based at MWC, this is a stunning opportunity to be a part of the continued success of an iconic wilderness camp which contributes substantially to the success of Australia's most effective conservation organisation. All proceeds from our Kimberley Wilderness Camps are invested in the conservation of AWC's Kimberley properties. Your success in this role will mean more revenue to invest in the conservation of threatened species such as the Gouldian Finch and the Northern Quoll and greater public awareness about AWC and the plight of Australia's wildlife.

AWC is seeking an energetic, experienced and committed Deputy Camp Manager to oversee the Hospitality team at Mornington Wilderness Camp (MWC) situated at Mornington Wildlife Sanctuary. The Deputy Camp Manager will be required for the entirety of the camp season, from the initial camp and restaurant set-up and pack-up at the end of season.

In addition to experience in hospitality or tourism you will have demonstrated exceptional people management skills and superior customer service skills. You will have a good track record of providing quality outcomes, as well as excellent communication and organisational skills. A strong work ethic and a high degree of flexibility is necessary, as you will be supporting and working with a

diverse range of staff. Applicants should have an interest in wildlife conservation and eco-tourism practices and be comfortable living and working in a remote location as part of a small team.

This is a unique opportunity to join Australia's largest non-government conservation organisation and help shape the future of private sector conservation in Australia. The remuneration offer includes in addition to salary, basic single share accommodation and all meals.

See below for a detailed job description.

Enquiries: Peter McKay, Kimberley Operations Manager peter.mckay@australianwildlife.org /
0439 961 452

Applications: employment@australianwildlife.org

Applications must include a resume and covering letter briefly addressing the critical competencies, licenses & certificates, and inherent role requirements. *(please note where you saw the advertisement)*

Closing date for applications: 4 March 2018

Please note:

1. Applicants must be an Australian citizen/permanent resident or have a suitable visa in place that allows work in Australia, in order to apply for this position. Sponsorship is not available
2. If you apply for this role, AWC will include you in its ongoing updates and communications about its events, activities and fundraising initiatives. You may opt out of these communications at any time.

Position Profile

Designation:	Deputy Camp Manager
Reporting to:	Kimberley Wilderness Camps Manager
Supervising:	Hospitality All-Rounders, Handyman, Kitchen hands, Chefs
Based at:	Mornington Wildlife Sanctuary, central Kimberley WA. <i>Basic single shared accommodation & meals provided at Mornington Wildlife Sanctuary for the successful applicant.</i>

Organisational context:

Australian Wildlife Conservancy (AWC) is a non-profit organisation dedicated to the effective conservation of Australia's threatened wildlife and their habitats. AWC owns and manages more land than any other private conservation organisation in Australia - 29 properties, covering 6.4 million hectares - protecting more than 1,200 fauna species through active land management informed by strategic scientific research.

Seven of these sanctuaries are located in the Kimberley region. Mornington, Marion Downs, Tableland), Dambimangari Indigenous Protected Area, Wilinggin Indigenous Protected Area, Yampi Sound Training Area and Charnley River-Artesian Range cover a combined area of over 4.3 million ha and protect numerous threatened habitats and species. The WildlifeLink Centre for Research and Conservation at Mornington is the base for an award-winning land management and science program. We operate visitor programs at two of our Kimberley properties – Mornington Wildlife Sanctuary and Charnley River Wildlife Sanctuary – during the dry season (typically April – October).

Mornington Wilderness Camp is one of the Kimberley's best known destinations, located south of the iconic Gibb River Rd at the base of the spectacular King Leopold Ranges. Featuring a beautiful Creekside camp ground, semi-permanent safari tents and a licenced bush restaurant, Mornington is renowned as a birdwatchers paradise and the gateway to spectacular gorges on the Fitzroy River. Charnley River Wilderness Camp offers a remote campground, great birding and a range of wilderness destinations to explore.

At Mornington, the Wildlife Link Research Centre is the operations base for AWC land managers and ecologists year round. Staff (temporary and permanent), researchers, volunteers, AWC Rangers, hospitality staff and students live and work together year round to ensure delivery of high quality hospitality, science and land management.

Day-to-day operations of the Mornington Wilderness camp are overseen by the Mornington Wilderness Camp Manager. The Mornington camp operates 11 safari tents, 3 Eco Tents, a bar, a 40 seat restaurant, tours and a camp ground for up to 50 people, plus special events for supporters.

Reporting to the Mornington Wilderness Camp Manager, the Deputy Camp Manager is responsible for overseeing the management of the camp reception and the operation of all restaurant and bar services. The Deputy Camp Manager will also assume the role and responsibilities of the Mornington Wilderness Camp Manager on those days the manager is rostered off. This will include responsibilities of the *Approved Manager of a Licensed Premises*. You will work with the Senior

Interpretation Officers and Mornington Wilderness Camp Manager to ensure a high level of service, a consistent conservation message, and to leave a lasting impression on all who visit. Given the location, the job is quite diverse with exciting opportunities to volunteer with the sanctuary science and operations programs in your spare time.

The Deputy Camp Manager will be required for the entirety of the camp season, including the initial camp and restaurant set-up as well as the pack-up at the end of the season.

Other key positions in the NW:

- Mornington Wilderness Camp Manager who oversees the Mornington Wilderness Camp, and reports to the Regional Operations Manager.
- Interpretation & Event Officers who oversee the interpretation program for the North West (NW) and also co-ordinates supporter events at Mornington/Charnley.
- Mornington Operations Manager who oversees the operations and land management for Mornington, Marion Downs and Tablelands
- Regional Ecologist (NW) who manages a team of ecologists across the NW Kimberley
- Regional Administration Officer who administers NW operations, finance, administration and logistics.

Qualifications:

1. Formal qualifications or training in **hospitality** or **tourism** with supervisory and people management experience is a must in this role, but is less important than practical hospitality experience and a good track record of providing quality outcomes.
2. Experience with computer based reservation and point of sales (POS) systems would be an advantage.

Whilst we are seeking candidates with an interest in and care of the environment, the key role requirement is hospitality experience and attitude.

Critical Competencies:

1. Demonstrated experience in hospitality operations and a good knowledge of the food and wine industry.
2. A friendly and outgoing personality with excellent people management, leadership and communication skills.
3. High attention to detail, including a willingness to attain a working knowledge of AWC's conservation programs for dissemination to guests.
4. Proven experience in conflict resolution in a small, close knit community.
5. Well-developed customer relations skills and ability to engage with guests and provide a high level of service.
6. The ability to enter an established workplace and work with long-serving and new staff members to achieve required goals.
7. Demonstrated planning and organisational skills, an ability to prioritise and execute a large number of tasks in an efficient manner – often with limited resources.
8. Experience in operating computer based reservation & point of sales systems and ensuring attention to detail, including thorough record-keeping skills.
9. Being able to foster a healthy working culture for staff.

10. A genuine interest in and care of the environment, and the ability to foster a culture of ecological awareness amongst the hospitality team.
11. Thorough understanding and awareness of safety issues and a willingness to implement them – both relative to the hospitality industry, and in working in a remote location.
12. Flexibility in hours of work to meet operational requirements of the role and a natural desire to take ownership of your role.
13. Experience living and working in a remote environment.

Licenses & Certificates:

1. WA or nationally accredited current RSA certificate (must be obtained prior to commencement).
2. Appropriate liquor licensing accreditation in order to operate as an *Approved Manager of a licensed facility* (must be obtained before commencement).
3. Current Senior First Aid certificate.
4. National Police Clearance certificate.
5. A current valid Australian (or internationally recognised) manual driver’s licence.
6. The “Right to Work in Australia” evidence.

Inherent requirements of the role:

The executions of tasks associated with this position are predominately kitchen/restaurant based, though in a remote location. Whilst semi-indoors (roof covering), the restaurant/bar and kitchen areas are open air. The Kimberley dry season involves extremes of weather, hot and wet and/or dry with temperature ranges from 3 degrees overnight to 40+ degrees during the day. This position requires a moderate level of fitness and duties can include lifting and carrying, pushing and pulling loads, bending, climbing, and may also involve driving a variety of vehicles. The successful applicant must be physically capable of performing these activities at this location in order to carry out the inherent role requirements.

Responsibilities: *Whilst the Deputy Camp Manager oversees the Hospitality team, the role will also undertake All Rounder duties namely Bar & Restaurant, Front Desk, Kitchen-hand, and provide additional back-up to Housekeeping, Cooking or Handyperson duties if required.*

<p>1. Customer Service Standards</p> <p>Key activities and responsibilities:</p> <ul style="list-style-type: none"> • Assist the Mornington Wilderness Camp Manager with hospitality staff inductions prior to commencement of their roles. Provide on-going support and on-the-job training appropriate to their level and experience required to achieve the requirements of their role. • Assist the Mornington Wilderness Camp Manager in ensuring all camp staff are trained in the appropriate manner and method of greeting visitors and guests – in a friendly manner and promptly upon their arrival. • Ensure that the Restaurant and Bar operates at a consistently high standard of customer service. • Advise the Mornington Wilderness Camp Manager immediately of any issues you observe or that are brought to your attention which impact on customer satisfaction.

<p>2. Visitor information and merchandise</p> <p>Key activities and responsibilities:</p> <ul style="list-style-type: none"> • Work with the Senior Interpretation Officer to ensure the Front Desk procedures are appropriate, current and in line with AWC approved policies and procedures. • Train staff in Front Desk procedures. This will include: <ul style="list-style-type: none"> • Ensuring handouts are current, and readily available to visitors; • That staff maintain an awareness of research and conservation activities, and are able to effectively communicate these to all guests and visitors; • Promote the sale of merchandise, including appropriate display of stock available for purchase. • Ensure stock is stored properly and stock levels are maintained. Advise the Mornington Wilderness Camp Manager of any ordering required or any new merchandising opportunities.
<p>3. Health, Safety and Environment</p> <p>Key activities and responsibilities:</p> <ul style="list-style-type: none"> • In addition to staff inductions and on-going training noted in section 1 above, support the Mornington Wilderness Camp Manager in ensuring all staff receive a thorough safety induction which will include showing them how to access AWC's forms and other relevant company documents on the intranet. • Undertake an initial review of these documents with staff, and advise them of their obligations, and associated policies and procedures – including incident reporting. • Ensuring on going staff support throughout the year with training and meetings, to make sure all staff are on the same page and keeping up restaurant standards. • Maintain an understanding and awareness of safety issues relevant to both the hospitality industry and associated in working in a remote location. • Ensure all incidents, accidents and near misses are reported and appropriate forms completed and submitted in a timely manner as per the approved AWC procedure. This will include immediately informing the Kimberley Wilderness Camps Manager of incidents and accidents once appropriate medical treatment has been sought and the situation is in hand. • Staff should also be briefed in use of the RFDS (Royal Flying Doctor Service) box and associated services, and know who the First Aid qualified staff are.
<p>4. Foster a healthy working environment for staff whilst also achieving efficient & cost-effective camp operations</p> <p>Key activities and responsibilities:</p> <ul style="list-style-type: none"> • Establish suitable All-rounder rosters which meet operational requirements and the roster requirements under the relevant Award. Innovate ways to ensure that staff can capitalise on their time in the Kimberley whilst also meeting the staffing needs of the camp. • Work with the Senior Interpretation Officer to foster opportunities for staff to be involved in the sanctuary work as volunteers.

- As Acting Camp Manager in the Mornington Wilderness Camp Manager's absence ensure appropriate leadership and management support of staff in handling unexpected situations, ensuring camp operations continue to run efficiently.
- As Acting Camp Manager in the Mornington Wilderness Camp Manager's absence control the camp budget, accounts receivable, supplier relationships, stock and logistics support and the camp booking system.
- Work to solve any staff issues in a confidential, professional and timely manner, and where appropriate, handle issues as such. If a resolution is unable to be obtained inform the Mornington Wilderness Camp Manager.
- Reconcile daily takings in accordance with AWC procedures.
- Train all staff in using the reservations system.

5. Management of Licensed premises

Key activities and responsibilities:

- Perform the role of *Approved Manager of a Licensed Premises*.
- Ensure bar stock is stored properly and stock levels are maintained. Advise Mornington Wilderness Camp Manager of any ordering requirements, and place orders.
- Manage the Restaurant & Bar in accordance with the requirements of the Liquor Act and under the terms of the Mornington Wilderness Camp Liquor Licence.
- Manage the Restaurant & Bar in accordance with approved AWC policies and procedures at all times.
- Advise the Mornington Wilderness Camp Manager and Mornington Operations Manager [in the absence of the Mornington Wilderness Camp Manager immediately of any issues that may contravene the licence.

6. All-rounder duties

Key activities and responsibilities:

- Undertake All Rounder duties including:
 - Bar and restaurant – per bar and restaurant procedures, including table waiting services, and tending & closing/securing the bar etc.
 - Front desk – per front desk procedures including greeting guests and providing relevant information (on AWC, camp facilities and policies), collect visitor details upon arrival, handle guest enquiries, calculate guest bills and issue receipts/invoices, process payments (ensuring confidentiality of customer details), take tour & meal bookings, end of day reconciliation etc.
 - Kitchen-hand – per kitchen-hand daily procedures, clean kitchen area and utensils, assist with food preparation, disposal of rubbish, laundering etc.

7. Ecological sustainability

Key activities and responsibilities:

- Undertake operations in a manner consistent with the conservation values of AWC and Mornington Wildlife Sanctuary, and promote a culture of ecological sustainability.
- Ensure that all waste is minimised (i.e. recycle where possible).
- Allow visitors the transparency of seeing how AWC promote environmental care in all aspects of operations.

- Become familiar with the principles of the bushwalking code 'Leave No Trace'.
- Conduct yourself in an environmentally conscious and sustainable manner at all times.

8. Undertake other tasks as required

Key activities and responsibilities:

- Carry out other day-to-day operational and management tasks, as required, to ensure the effective management of Mornington Wilderness Camp.
- Provide back-up for all hospitality roles, if required (i.e. staff member sick, low staff numbers, wet season commencement), including cooking, housekeeping and handyperson duties.
- Assist with fire control duties, including wildfire control and support activities.
- Assist with the organisation of various requirements for donor groups and other special visits to Mornington.
- Undertake other specified tasks as requested by the Mornington Wilderness Camp Manager, in conjunction with Mornington Operations Manager.
- If requested, undertake these tasks at Mornington or other AWC sanctuaries.