

## **Camp Host Charnley River –Artesian Range Wildlife Sanctuary**

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

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 - 26 properties, covering 3.9 million hectares - protecting more than 1,200 fauna species through active land management informed by strategic scientific research.

Five of these sanctuaries are located in the central Kimberley. Mornington, Marion Downs, Tableland (Yulmbu Aboriginal corporation partnership), Yampi Sound (Defence partnership) and Charnley River-Artesian Range cover a combined area of over 1.9 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.

During the dry season (May – October) Wilderness Camps operate at Mornington and Charnley River to give visitors a unique experience of the landscape and wildlife in the region and to inform them of the work that is carried out by AWC at Mornington and other AWC sanctuaries. 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.

AWC is seeking an energetic, experienced and committed Camp Host to manage the Wilderness Camp at Charnley River – Artesian Range Wildlife Sanctuary (CR). This is a unique opportunity to provide high quality hospitality services in a spectacular environment. The successful candidate will be an experienced host, ideally have experience living in a remote environment. Working with a small number of on-site seasonal staff and in conjunction with the Mornington Wilderness Camp (MWC) staff you will ensure a high level of customer service is delivered throughout the season. You will engage with the Interpretation staff and development teams to ensure that the AWC messages are consistently delivered.

Based at AWC's Charnley River Wildlife Sanctuary, reporting to the Wilderness Camp Manager and working with the Sanctuary Manager ( Charnley River ), you will ensure that the facilities are kept clean, administration and finance functions including; reservations, approvals, purchasing and receipting are conducted in accordance with AWC systems and policies. You will work closely with MWC to ensure a consistent visitor program in the North West. At times you will be required to host VIP events with assistance of the Senior Interpretation and Events Officer. You will be highly organised, hands-on, able to manage volunteer camp hosts, flexible with work hours, ask for help when needed and be able to manage your own time. Additionally a background or interest in nature conservation is a must.

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.

*Enquiries only to: John O'Shea, [Mornington@australianwildlife.org](mailto:Mornington@australianwildlife.org) 0438875523 or  
Meaghan Tarrant – [Meaghan.tarrant@australianwildlife.org](mailto:Meaghan.tarrant@australianwildlife.org) – 08 9380 9633*

**Applications to: [campemployment@australianwildlife.org](mailto:campemployment@australianwildlife.org)**

Applications must include:

1. Resume and covering letter briefly addressing why you're interested in and suited to this role.
2. Two pages in total addressing all the *critical competencies, qualifications, licences & certificates*

Closing date for applications is 3<sup>rd</sup> February 2017

**Designation:** Charnley Wilderness Camp Host

**Reporting to:** Wilderness Camp Manager.

**In their absence, the Kimberley Operations Manager**

**Supervises:** From time-to-time casual staff, volunteers and contractors.

**Short term Charnley River camp staff**

**Based at:** Charnley River-Artesian Range Wildlife Sanctuary, Central Kimberley

*On season - basic accommodation provided at Charnley Wildlife Sanctuary for the successful applicant.*

**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 - 26 properties, covering 3.9 million hectares - protecting more than 1,200 fauna species through active land management informed by strategic scientific research.

Five of these sanctuaries are located in the central Kimberley. Mornington, Marion Downs, Tableland (Yulmbu Aboriginal corporation partnership), Yampi Sound (Defence partnership) and Charnley River-Artesian Range cover a combined area of over 1.9 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.

During the dry season (May – October) Wilderness Camps operate at Mornington and Charnley River to give visitors a unique experience of the landscape and wildlife in the region and to inform them of the work that is carried out by AWC at Mornington and other AWC sanctuaries. 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 in the north-west (NW) are overseen by the Kimberley Operations Manager and Senior Ecologist who report to the National Operations Manager and the National Conservation & Science Manager, respectively, with the Wilderness Camp Manager overseeing the operations of both Camps. The Mornington camp operates 11 safari tents, a bar and a 40 seat restaurant, tours and a camp ground for up to 50 people, plus special events for supporters. The Charnley Camp has an interpretation centre, 30 campsites, tours and occasional special events for supporters. Charnley River-Artesian Range Wildlife Sanctuary is 1.5hrs drive north of the Gibb River Road, Mornington is 2 hours drive south. The Charnley Camp Host will be required to oversee the visitor operations (hospitality, admin, and logistics) to ensure consistency of service across the north-west.

The Camp Host is responsible for managing the operation of the Wilderness Camp in an efficient, cost-effective and environmentally sensitive manner.

### Other key positions in the North West

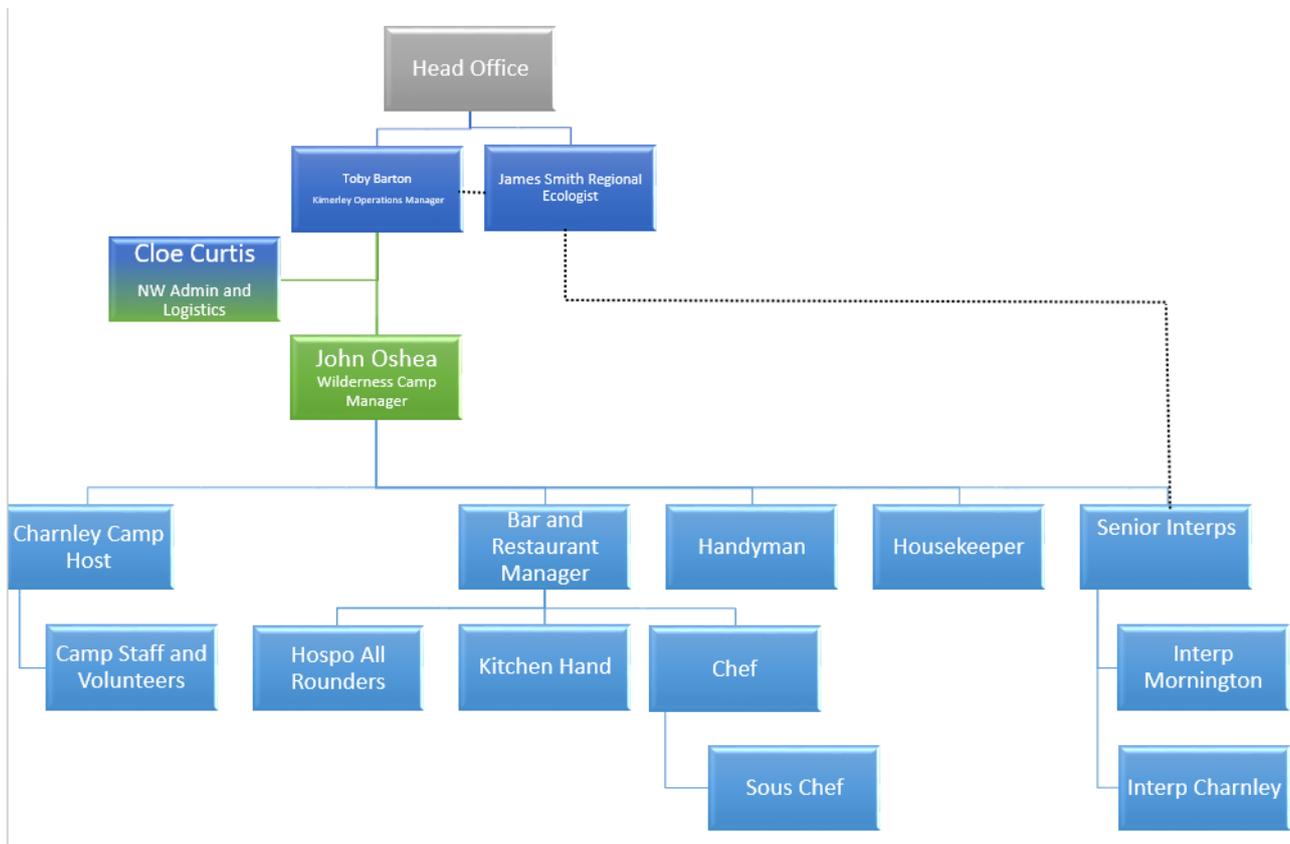
The Camp Host reports to the Wilderness Camp Manager, or in their absence, the Kimberley Operations Manager. Other key staff at Mornington:

#### Charnley

- Charnley River- Artesian Range Sanctuary Manager; who runs the day to day land management and operations of the sanctuary.

#### Mornington

- Wilderness Camp Manager who oversees the Wilderness Camps, and reports to the Kimberley Operations Manager.
- Kimberley Operations Manager who oversees operations and land management for all AWC Kimberley properties, including the Wilderness Camp. In their absence, the camp will be overseen by the National Operations Manager.
- Senior Interpretation & Event Officer and Mornington Interpretation officer who manage the NW interpretation program as well as co-ordinating supporter events at Mornington/Charnley.
- Senior Ecologist (NW) who oversees a team of ecologists who implement the Northern Australia conservation and science programs and also oversees the public interpretation program.
- Administration & Operations Support Officer who administers NW operations, administration and logistics.



*Note: final organisational structure is subject to change pending staff recruitment and other operational factors. The chart above is indicative only and should not be considered as final.*

**Qualifications:**

1. Formal qualifications and/or training in **hospitality** and/or **tourism** with *supervisory experience* is an advantage, but is less important than practical **experience** and a good track record of providing quality outcomes.

*Whilst we are seeking candidates with an interest in and care of the environment, the key component is visitor management.*

**Critical competencies:**

1. Demonstrated experience in the management of hospitality operations.
2. Excellent people management and communication skills, including staff supervision.
3. Demonstrated planning and organisational skills, including an ability to prioritise and execute a large number of tasks in an efficient manner – often with limited resources.
4. Well-developed customer relations skills and the ability to engage with groups of guests to ensure that each guest receives a memorable experience.
5. Proficient in the use computer software such as Microsoft Word, email, Excel and POS system.
6. Accuracy and thoroughness in record-keeping.
7. 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.
8. A genuine interest in and care for the environment, and the ability to develop a culture of ecological awareness amongst staff, visitors and supporters of AWC.
9. Proven ability to manage a team and foster a harmonious environment.
10. Ability to flexible work schedules e.g. – able to work the hours to meet operational requirements of the role and a natural desire to take ownership of your role.
11. Experience living and working in a remote environment.

**Licenses, Certificates &/or Training:**

1. Nationally Accredited RSA (desirable)
2. A *valid* manual driver's license.
3. 4WD experience in difficult conditions (desirable).
4. Remote First aid certificate (current).

**Inherent requirements of the role:**

The execution of tasks associated with the position is primarily an office based role, though based in a remote location. You will be working with a small team in a small community, the ability to lead a team, foster harmonious working relationships and set an example of exemplary leadership is a critical factor for this position.

Extremes of weather can be experienced – hot and wet and/or dry. The position requires a moderate level of fitness and can include lifting, carrying, pushing and pulling loads, bending, climbing and driving a variety of

vehicles. The successful applicant must be physically capable of performing these activities in order to carry out the inherent role requirements.

<b>1. Management of staff, contractors &amp; volunteers</b>
<p>Key activities and responsibilities:</p> <ul style="list-style-type: none"> <li>• At times you will be required to manage staff during the peak season.</li> <li>• As required, co-ordinate and supervise: <ul style="list-style-type: none"> <li>○ Other staff</li> <li>○ Contractors; and</li> <li>○ Volunteers</li> </ul> </li> <li>• Brief staff in the use of the RFDS (Royal Flying Doctor Service) box and associated services, and know who the First Aid qualified staff are.</li> </ul> <p><b>Working with the Wilderness Camp Manager ensure;</b></p> <ul style="list-style-type: none"> <li>• All staff are across sanctuary emergency procedures and reporting lines.</li> <li>• Ensure all relevant AWC policies are complied with in relation to the engagement of contractors and staff.</li> <li>• Undertake staff inductions prior to or upon commencement of roles for direct report staff.</li> <li>• Establish suitable staff rosters that take into account award conditions, whilst encouraging necessary flexibility to meet operational requirements.</li> <li>• Advise the HR Manager and the Wilderness Camp Manager and/or the Sanctuary Manager of any people issues in a confidential, professional and timely manner, and where appropriate, seek to resolve such issues.</li> </ul>
<b>2. Camp assets</b>
<p>Key activities and responsibilities:</p> <ul style="list-style-type: none"> <li>• Source quotes for major purchases required in the season, and submit for approval as per the AWC finance procedure and timing.</li> <li>• Review current assets listed in the insurance register and ensure the list is current and accurate (items as described, correct number, current pricing etc.).</li> <li>• Coordinate with the NW Administration officer to upload updated asset list to the intranet.</li> </ul>
<b>3. Housekeeping</b>
<ul style="list-style-type: none"> <li>• Oversee and ensure the housekeeping supplies are kept in an orderly, secure and presentable manner at all times.</li> <li>• Clean all ablution areas in accordance with daily procedure checklists.</li> <li>• Report all urgent maintenance jobs to the Sanctuary Maintenance and /or Wilderness Camp Manager.</li> <li>• Attend to all aspects of housekeeping services, including ordering necessary stock in accordance with the approved budget and maintaining a current inventory of stock in hand.</li> </ul>

#### 4. Safety

Key activities and responsibilities:

- Ensure that all staff, contractors and volunteers are inducted and trained according to their role requirements, and have access to and understanding of AWC National and NW Safety obligations, policies and procedures.
- Ensure all incidents, accidents and near misses are reported and appropriate forms completed and submitted in a timely manner per the approved AWC procedure. This will include informing the Wilderness Camp Manager / Sanctuary Manager of incidents and accidents once appropriate medical treatment has been sought and the situation is in hand.
- Ensuring emergency procedures are posted in appropriate locations, including location of the RFDS box, and qualified first aid staff
- Working with the Wilderness Camp Manager, undertake and develop risk assessments and prepare a risk management plan for the Camp. The risk assessment and management plan must aim to protect the health and safety of staff, contractors, volunteers and visitors, as well as minimising public liability risk.
- Ensure appropriate management of risks in relation to the health and safety of staff, contractors and volunteers.
- Liaise with the NW Administration & Operations Support Officer and under the direction of the Sanctuary Manager, implement and comply with the provisions of the approved management plan. In particular:
  - Ensure the storage and use of hazardous materials and equipment is consistent with accepted safety standards.
  - Ensuring staff and any volunteers have adequate training before using plant, equipment, tools and/or vehicles.
  - Ensuring emergency procedures are posted in appropriate locations.
- Ensure all staff are aware of safety management plans in place both at Wilderness Camp and Sanctuary.

#### 5. Budgets

Key activities and responsibilities:

- Ensure camp expenses do not exceed approved budget levels.
- Monitor visitor numbers, camp income, and draw the Wilderness Camp Managers attention to below anticipated budget performance levels.
- Suggest items to the Wilderness Camp Manager for next years budget.
- Supervise ordering of camp stock (food, shop stock, supplies etc.) and ensure that all supplies are obtained in a timely and cost-efficient manner.

#### 6. Financial management and reporting

Key activities and responsibilities:

- Ensure that all expenditure is in accordance with:
  - The approved budget; or

<ul style="list-style-type: none"> <li>○ For expenditure not identified in the budget, a relevant approval in accordance with AWC financial procedures.</li> <li>○ Ensure all required records and paperwork are retained and, as necessary, submitted to the AWC finance department in a timely manner.</li> <li>○ Ensure that the collection, recording and banking of all revenue is in accordance with AWC policies and procedures.</li> <li>● Ensure cash takings are managed and banked securely.</li> <li>● Maintain visitor statistics in accordance with agreed AWC procedures.</li> <li>● Implement the collection of visitor data for use by the AWC development team (email addresses, phone numbers etc.).</li> </ul>
<p><b>7. Customer service</b></p>
<ul style="list-style-type: none"> <li>● Ensure all staff are: <ul style="list-style-type: none"> <li>● Trained in the appropriate method of greeting visitors and guests in a friendly manner and do so promptly upon their arrival.</li> <li>● Immediately address issues which influence customer satisfaction and enjoyment.</li> <li>● Ensure that a superior level of customer service is provided at all times.</li> </ul> </li> </ul>
<p><b>8. Supporter /donor events</b></p>
<p>Key activities and responsibilities:</p> <ul style="list-style-type: none"> <li>● Liaise with the Wilderness Camp Manager or Senior Interp and Events Officer and associated development/fundraising staff to ensure that appropriate arrangements are in place to suit scheduled events.</li> <li>● Ensure necessary staff and adequately prepared to host supporter events.</li> </ul>
<p><b>9. Visitor information and merchandise</b></p>
<p>Key activities and responsibilities:</p> <ul style="list-style-type: none"> <li>● Liaise with the Interpretation Officer to ensure that the interpretation program is delivered efficiently and to the highest standard in co-ordination with Camp and NW requirements.</li> <li>● Have up-to-date handouts readily available for visitors.</li> <li>● Ensure all front desk staff maintain an awareness of research and conservation activities and are able to effectively communicate these to all to staff, guests and visitors.</li> <li>● Ensure storage and maintenance of necessary merchandise stock levels and advise Wilderness Camp Manager of any ordering requirements or new merchandising opportunities.</li> </ul>
<p><b>10. Management for ecological sustainability</b></p>
<p>Key activities and responsibilities:</p> <ul style="list-style-type: none"> <li>● Undertake operations in a manner consistent with the conservation values of AWC and promote a culture of ecological sustainability.</li> <li>● Ensure that all waste is minimised (i.e. recycle where possible).</li> </ul>

<ul style="list-style-type: none"><li>• Allow visitors the transparency of seeing how AWC promote environmental care in all aspects of operations.</li></ul>
<b>11. Other duties</b>
<p>Key activities and responsibilities:</p> <ul style="list-style-type: none"><li>• Carry out other day-to-day operational and management tasks, as required, to ensure the effective management of the Charnley River camp.</li><li>• Monitor the condition and functionality of the staff quarters and facilities and inform the Charnley Sanctuary Manager of any required maintenance works.</li><li>• Create a welcoming environment for visiting staff and researchers.</li><li>• Assist with fire control duties, including wildfire control and support activities.</li><li>• Support the sanctuary operations as needed.</li></ul>
<b>12. Undertake other tasks as required</b>
<p>Key activities and responsibilities:</p> <ul style="list-style-type: none"><li>• On request, undertake these and other specified tasks at Charnley and/or at other AWC sanctuaries.</li></ul>