



POSITION DESCRIPTION

VISITOR EXPERIENCE MANAGER

POSITION DETAILS

Position Title:	Budj Bim Visitor Experience Manager
Department/Centre:	Gunditj Mirring Services Pty Ltd Trading as Budj Bim Cultural Landscape Tourism
Hours:	Full-time 38 hours per week - Monday – Friday with some weekend work required.
Remuneration:	\$85,000 PA + Superannuation – Hospitality and Tourism
Employment Type:	Specified period for 12 months, with on-going employment subject to performance and funding availability
Location:	Budj Bim Aquaculture Centre – Lake Condah / Tae Rak, Heywood Office 4/48 Edgar Street Heywood, or any other Properties as requested.
Reporting to:	General Manager

ORGANISATION SUMMARY

The Gunditj Mirring Traditional Owners Aboriginal Corporation RNTBC (GMTOAC) was established by the Gunditjmarra people in 2005 asserting our Sovereignty to continue our connection to care and protect Gunditjmarra country and to progress our rights and interests in our cultural identity, social justice, native title, cultural heritage, and land justice for our Gunditjmarra country.

Through GMTOAC, Gunditjmarra people ensure that our cultural obligations and responsibilities which arise from Gunditjmarra country and under Gunditjmarra lore, custom and beliefs are upheld and recognised for the protection and benefit of our traditional lands and waters and for our respect to our Gunditjmarra ancestors and for our Elders.

The UNESCO World Heritage listing of the Budj Bim Cultural Landscape in July 2019 has consolidated opportunities at GMTOAC. Alongside GMTOAC's successful and innovative programs and projects, the Budj Bim World Heritage listing elevates an already unique work experience on Gunditjmarra country to global recognition and responsibilities. The Budj Bim Cultural Landscape is a unique place with universal heritage values that demonstrate how Gunditjmarra people worked with the natural resources and environment of the Victorian Southwest region to establish a permanent place of human society over the past 30,000 years and beyond. With the increased exposure of this World Heritage site, it has allowed GMTOAC to greatly expand over the past two years with future growth, opportunities, and expansion to rapidly increase within the next few years.

Gunditj Mirring Services Pty Ltd was formed in 2021 as a subsidiary company under GMTOAC and trading as Budj Bim Cultural Landscape Tourism to allow commercial tourism to start as its own entity showcasing the world heritage listed sites.

POSITION OBJECTIVE

The Budj Bim Visitor Experience Manager is responsible for overseeing all operations of the Budj Bim Cultural Aquaculture Centre, and Budj Bim Cultural Landscape tours.

The successful applicant will be able to demonstrate previous leadership experience in the tourism and or hospitality sector and be able to lead, support & empower staff, show a genuine interest in food and beverage and tourism and thrive on providing exceptional customer service.

This exciting role is a hands-on position and includes weekends but generally no evenings. The Visitor Experience Manager is responsible for ensuring every visitor has a positive experience and that all staff are supported, recognised, and empowered to beat their best while at work.

Applicants must have strong time management, hospitality, and tourism skills as well as confidence in rostering, budgeting, forecasting and strong administration and reporting skills.

KEY RESPONSIBILITIES

Management:

- Manage BBCLT operations including the recruitment, supervision and performance management of all Food and Beverage and Tour Guide permanent and casual staff
- Rostering /Payroll
- Adopt and drive practices and strategies to meet budget and forecast targets
- Manage the overall OHS requirements for the activities including managing incident reports and liaising with the OHS Manager on risk assessments for the organisation
- Conduct staff performance reviews
- Recruit new team members
- Meet all industry compliance regulations, legislation, standards and guidelines and any other r
- Manage contracts with key stakeholders e.g. tour groups, wholesale operators
- Obtain and maintain driver's Commercial Passenger Vehicle accreditation
- Coordinate all functions and special events
- Provide monthly report on all activities against proposed targets and provide comprehensive and accurate documentation of business processes for end of month reports
- Be an active and solutions focused participant in discussions with peers and direct reports
- Process invoices in a timely manner to the finance department
- Ensure WHS is best practice
- Assist the General Manager to manage, grow and enhance the commercial tourism division for the Budj Bim Cultural Landscape Tourism and Aquaculture centre
- A willingness to work with the Gunditjmara community
- Actively drive on site sales, tour sales, food and beverage sales, and look for opportunities to further drive sales and revenue across Budj Bim Aquaculture Centre and its tourism operations
- Assist, oversee, and maintain product and service quality standards by conducting ongoing evaluations and investigating complaints. Initiate corrective action where appropriate
- Use measurement tools to monitor guest feedback and service levels and act on individual complaints as required, such as social media and Trip Advisor
- Take a positive approach to all feedback within your area of responsibility
- Assist and /or attend, and where necessary undertake site inspections and host dinners for prospective clients
- Provide comprehensive and accurate documentation of business processes for end of month reports

Generic:

- Attend events and actively promote BBCLT and its products
- Maintain up to date product knowledge of the Aquaculture Centre, Budj Bim Cultural Landscape sites, and related activities
- Resolve visitor complaints to the visitor's satisfaction within your level of authority or escalate as needed
- Represent BBCLT in a positive and professional manner at all times
- Demonstrate your ability and willingness to work for and with team members at all times
- Maintain excellent grooming, personal hygiene and presentation standards meet the company expectations at all times. This includes a clean and tidy uniform.
- Familiarise yourself with company philosophy, values, background and history
- Maintain the privacy of all company, visitor and employee information
- Ensure that all Workplace Health and Safety requirements for the company are adhered to
- Report any workplace hazards to your Manager

- Support the company in its endeavour to provide a safe workplace and be responsible for an appropriate outcome.
- Ensure that all policies are adhered to within your department.
- Abide by reasonable instructions, company policies, regulations and common law
- Any other duties required by the General Manager or Authorised personnel

These key responsibilities and performance standards may be modified from time to time to ensure that the desired project outcomes are achieved.

Employee Risk Management Responsibilities (including OH&S)

The following items are the duties of each employee:

- To take reasonable care for their own safety and the safety of others affected by their acts or omissions.
- To co-operate with their employer in relation to any action taken to comply with the OH&S Act.
- Not willfully or recklessly interfere with or misuse anything provided in the interest of health and safety.
- Identify risk and be able to manage and escalate issues.
- Not willfully place at risk the health and safety of any person at the workplace.
- Report all safety hazards and risk exposures, including losses to their supervisor.
- Maintain physical security of all property, equipment and buildings within your jurisdiction and control.
- All staff are required to actively reduce BBCLT's exposure to losses related to security, public liability and professional indemnity and reporting areas of concern.
- Correctly use and wear any personal protective gear/equipment at all times.
- Abide by any Covid-19 requirements, restrictions, mandates, orders, legislation and guidelines.

KEY SELECTION CRITERIA

The key selection criteria specified below outline the capabilities required for the position.

Specialist/Technical Expertise:

- An awareness and understanding of the impact of colonisation, and the historical and current issues affecting Guditjmarra people and country; as well as the broader Australian Aboriginal and Torres Islander community and their relationships with the broader Australian society in order to communicate effectively and sensitively with Guditjmarra people and other stakeholders.
- An understanding of GMTOAC & GMSPL, its operations, and activities.

Education and Experience

- Experience in management or executive leadership experience in a community, cultural, tourism or project management setting.
- Experience working in a service delivery setting with Aboriginal and Torres Strait Islander (preferred) or culturally and linguistically diverse communities.
- Postgraduate level qualification (preferred) in a relevant discipline such as Tourism, Hospitality, Business, Commerce and /or Project Management.

Knowledge and Skills

- Demonstrated ability to prepare well-written, timely, concise, accurate and audience-appropriate communications and reports.
- Demonstrate strong leadership skills and the ability to influence and negotiate organisational decision making.
- Demonstrated experience in development and implementation of Strategic and Business plans.
- Excellent communication across all areas with the ability to manage stakeholders at all levels of the organisation and continually liaise with key stakeholders

- Exceptionally strong time management and organisational skills with the ability to balance and prioritise competing needs.
- Strong written and verbal communication skills with exceptional attention to detail.
- Has highly developed computer skills including MS Office, Outlook, Rezdy or BookEzy (preferred) and social media applications.
- Have experience in handling emergency situations and providing solutions
- Knowledge of quality management systems
- Have competent financial reporting and cost management skills
- Ability to work under pressure while maintaining a positive outlook and professional manner
- Flexible approach and attitude
- Hard working and reliable
- Ability to work evenings and on weekends if required
- Take initiative and can deal with complex issues, schedule own work, exercise judgement and work under limited direction.
- Has the ability to support program/project implementation and delivery
- Strong understanding of OH&S/WHS policies and procedures and actively contribute to a safe and respectful workplace.

Professional Attributes:

At all times, the Visitor Experience Manager will be expected to perform their duties with high standards of honesty, respect, and integrity and in line with the organisations Code of Conduct. They will maintain a positive attitude and be a self-starter who can work well independently and as part of a team.

Conditions of Employment

- Must have a Victorian Drivers Licence and ability to apply for Light Rigid Vehicle License and a Commercial Passenger Vehicle Accreditation.
- Ability to obtain a positive National Police and Working with Children Check.
- Be fully vaccinated for Covid -19 as per the Mandatory Vaccination Directions

GMSPL is an equal opportunity employer – If you believe you may be unable to achieve a positive check result, we have the ability to review your results and act with discretion. This allows us to employ staff only if we consider the outcome of this record will not have any negative impact to GMSPL operations or reputation, or the role the staff member is completing.

Eligibility

- Appointments are subject to satisfactory completion of relevant screening checks.
- This is not an identified position; but Aboriginal and/or Torres Strait Islander people, are encouraged to apply.

Acknowledgement

I have read and understand the requirements of the role, responsibilities and accountabilities as outlined within this Position Description. I also accept that as part of my development and in the course of the position evolving within the business, the position description may be updated on an ad hoc basis.

SIGNED

Employee's name

Employee's signature

Date

General Manager's signature

Date