



POSITION DESCRIPTION

GENERAL MANAGER

POSITION DETAILS

Position Title:	General Manager, Budj Bim Commercial Tourism Landscape
Employment Type:	Full-time ongoing, subject to performance and funding availability
Salary:	\$120,000 per annum plus Super, subject to qualifications and experience
Hours:	38 hours per week plus reasonable additional hours when required
Location:	Budj Bim Aquaculture Centre – Lake Condah/Tae Rak, Heywood Office 4/48 Edgar Street Heywood, or any other Properties as requested
Reports to:	Board of Directors & GMTOAC Chief Executive Officer

ABOUT BUDJ BIM CULTURAL LANDSCAPE TOURISM

Budj Bim Cultural Landscape Tourism has evolved from 40 years of community-based planning and cultural tourism products being delivered along the Budj Bim UNESCO World Heritage Cultural Landscape.

The tourism enterprise draws visitor numbers substantially and sustainably to the Budj Bim Cultural Landscape and the western section of the Great Ocean Road Tourism Region by broadening the range of visitor experiences by marketing and providing access to the Budj Bim Cultural Landscape.

Gunditj Mirring Traditional Owners Aboriginal Corporation RNTBC has established a commercial subsidiary structure, namely Gunditj Mirring Services Pty Ltd t/a Budj Bim Cultural Landscape Tourism (BBCLT), to deliver cultural experiences across multiple cultural sites and manage the world class Tae Rak Aquaculture Centre at Lake Condah.

The business delivers a broad range of Budj Bim tourism products and visitor experiences while retaining the integral value of Gunditjmarra people providing their cultural interpretations of the Budj Bim UNESCO World Heritage Landscape as a core requirement.

POSITION SUMMARY

The purpose of the General Manager will be to manage, grow and enhance the Tae Rak Aquaculture centre café, retail and cultural tour business. Efficient operations will be required to grow the brand and the business to meet the financial returns and deliver community benefits.

This exciting new role will suit a candidate that would enjoy undertaking the challenge to manage a talented team to deliver a unique world-class tourism experience.

ROLE RESPONSIBILITIES

Key Responsibilities

- Complete day-to-day management of all aspects of the property, which includes café, retail and cultural tours.
- 100% hands-on in all aspects of the business assisting all team leaders in operating the café, retail and cultural tours.
- Recruitment, management, mentoring and training of up to 20 staff.
- Champion the recruitment and training of staff from the Gunditjmara Community.
- Overseeing marketing & promotions of the property within the region to attract additional clientele.
- Ensure all aspects of the property are functioning at a high level and meeting required budgets.
- Routine reporting to the Chair and compiling reports for the board of directors.
- Ensuring statutory regulations are adhered to at all times.
- Liaising with the Chair in regard to other duties as required.

Human Resources

- Actively lead and develop a team of highly skilled, well presented, tourism and hospitality professionals, which encourages growth, fosters trust, respect, open communication and dignity.
- Build a strong team culture that allows for celebration of achievements and rapport.

Guest Services

- Demonstrate a high level of skill in customer service, to ensure employees are meeting optimal targets in café, retail and cultural tours, with stakeholders and with its customers.
- Lead by example to support and train staff to achieve and maintain great customer service.
- Build and maintain a strong brand through delivery of high and consistent levels of customer service and address all customer feedback in a timely and professional manner.

Financial Performance & Management

- Analyse and interpret financial data and institute remedial actions where appropriate.
- Manage financial information to seasonality and maintain appropriate operating ratios throughout the year.
- Provide effective cost control management ensuring rostering to budget and service levels.

Capital Expenditure & Asset Management

- Manage the Aquaculture Centre operations during a significant capital works program.

Health and Safety

- Implement, Lead and Follow all Health and Safety policies and procedures.
- Ensure the Aquaculture Centre & tourism operations is compliant with OHS regulations.

Generic

- At all times, keeping updated on product knowledge of Aquaculture Centre & tourism operations and related activities.
- Resolving guest complaints to the guest's satisfaction within your level of authority.

- Represent the company in a positive manner at all times.
- Demonstrate your ability and willingness to work for and with Gunditjmara.
- Maintaining excellent grooming and hygiene ensures all grooming standards are met in relation to personal grooming and uniform presentation.
- Familiarise yourself with company philosophy, values, background, and history.
- Maintain the privacy of all company, guest, and employee information.
- Ensure that all Workplace Health and Safety requirements for the company are met.
- Ensure that the Bullying and Harassment policy is adhered to.
- Ensure that the Anti-Discrimination policy is adhered to.
- Abiding by the guidelines set out in the Employee Handbook.
- Abide by reasonable instructions, company policies, regulations, and common law.
- Any other duties required.

KEY SELECTION CRITERIA

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

Specialist/Technical Expertise

- An awareness and understanding of historic and current issues affecting Gunditjmara 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 Gunditjmara and other stakeholders.
- Experience in establishing partnerships and/or effectively engaging with Gunditjmara and building Gunditjmara community capacity with a community development approach is highly advantageous.
- Experience working in Tourism and Hospitality or a Tourism related industry.
- Experience working with government departments or agencies to achieve mutually beneficial outcomes is desirable.
- Skills, knowledge, and experience relevant to business development, economic development of community.
- An understanding of the Gunditj Mirring Traditional Owners Aboriginal Corporation, its operations, and activities.
- Sound understanding of project management and associated tools.
- Demonstrated ability to prepare well-written, timely, concise, accurate and audience-appropriate briefings and reports.

Education and Experience

- Senior management or executive leadership experience in cultural day tours and/or quality restaurant or café settings.
- Experience working in a service delivery setting with Aboriginal and Torres Strait Islander (preferred) or culturally and linguistically diverse communities.

Knowledge and Skills

- Strong leadership skills and the ability to influence and negotiate organisational decision making.
- A demonstrated experience in tourism and hospitality leadership role inc. administration and the provision of the full range of administrative and operational support functions with attention to detail.
- Excellent communicator across all areas with the ability to manage stakeholders at all levels

of the organisation and continually liaise with key stakeholders to ensure full understanding of the issues.

- 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 completed computer skills including Rezdy, Kounta, MS Office, Outlook, and social media applications.
- Takes initiative and can deal with complex issues, schedule own work, exercise judgement and work under limited direction.
- Be able to work as part of a team and support constant improvement in the team's economic and business development practice.

Professional Attributes

At all times, the General 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 and will maintain a positive attitude and be a self-starter who can work well independently and as part of a team.

Employee Risk Management Responsibilities (including OH&S)

The following items are the duties of each employee:

- To take reasonable care of 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 GMTOAC's exposure to losses related to security, public liability and professional indemnity and reporting areas of concern.
- Always correctly use and wear any personal protective gear/equipment.

Eligibility

- Appointments are subject to satisfactory completion of relevant screening checks.
- The filling of this position is intended to constitute a special measure under section 8(1) of the *Racial Discrimination Act 1975* (Cth), and s12 of the *Equal Opportunity Act 2010* (Vic) and s8(4) of the *Charter of Human Rights and Responsibilities Act 2006* (Vic).
- ***This is an identified position, but successful applicants must be able to provide evidence that they have worked with, managed and supported Aboriginal and/or Torres Strait Islander people; and understand the historic and current issues affecting Gunditjmara and Country; as well as the broader Australian Aboriginal and Torres Strait Islander community.***

Successful applicants must be able to provide proof that they are of Aboriginal and/or Torres Strait Islanders descent; identify as an Aboriginal and/or Torres Strait Islander; and are accepted by their community as Aboriginal and/or Torres Strait Islander.

Conditions of Employment

- Must have a Victorian Drivers Licence.
- Ability to obtain a positive National Police and Working With Children Check.

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.

Applicants must submit a CV and a cover letter (maximum 2 pages) detailing their suitability for the role, specifically addressing the Key Selection Criteria or main responsibilities of the position.

This position will close at 5.00pm on Monday, 24 February 2025.

SIGNED

Employee's name:

Employee's signature:

Date:

CEO's signature:

Date: