



**Title: Maintenance and All Rounder Innamincka Hotel**

**Reporting to: Manager**

**Wage Classification: Salary**

**This is a hands-on role in the provision of services at the Innamincka Hotel to ensure smooth and efficient working systems, so that everyone has a relaxed and enjoyable outback experience.**

**The role requires a sound understanding of sustainable tourism practices and regenerative tourism principles.**

This role is critical to the success of the Innamincka Hotel, so it can be stressful at times. There is a lot of responsibility and that means intense pressure to perform well every day while being highly resourceful. It will also require out of hours commitment at times to respond to unforeseen circumstances that cannot be planned for.

A key responsibility of the role is focused on the ongoing upkeep of all buildings and identifying concerns and issues well in advance to minimise risk to the business so the ability to be highly observant is essential.

You will have a best practice approach to all operational activities.

You will oversee and manage the yard/waste and mechanics/power system/refrigeration and water filtration unit to ensure the Innamincka Hotel meets the expectations of staff and guests.

Evidence of being able to work successfully within timeframes and strategies for self-care to create healthy habits to stay on top of form physically, emotionally and mentally is vital.

#### **WHO IS THE BEST FIT FOR THE ROLE?**

Personal attributes and attitudes required to deliver this role successfully includes:

- Welcoming and ability to build rapport
- Positive attitude including under times of pressure
- Ability to live and work in an isolated environment
- Maturity and acceptance of different personalities and ideas
- Innovative – think outside of the square
- Calm with the ability to find solutions or an alternative when needs be
- Accountability

#### **HOW IS SUCCESS MEASURED IN THE ROLE?**

The most important feature of the role is the ability to anticipate potential failures and minimise mechanical risks.

The person in this role is at all times committed to sustainable and safe work practices

## **KEY EXPECTATIONS**

### **PROVISION OF SERVICES**

#### **Key Responsibilities**

- Ensuring a safe, smooth and efficient working environment by adhering to WHS guidelines even during times of challenge and pressure
- Daily checklists - These checklists refer specifically to water treatment and system operations and will include maintaining records according to legal requirements
- Reviewing WHS policies and making sure these are up to date with the correct legislation
- Undertaking yearly risk assessments annually with General Manager
- Endorsing company culture and reputation by consistently meeting expectations of staff and guests
- Taking the time and seeking advice to make reasonable and rational decisions based on core values and evidence
- Responding to concerns from staff and or customers without delay and be solution focused in finding resolution.

### **GUEST ENGAGEMENT**

#### **Key Responsibilities**

- Thinking on your feet to problems as these arise and keeping the guests up to date when the issues impact their experience. This includes making the guests as comfortable as possible and may require after hours response at times.
- Keeping calm and always being focused on finding solutions.

### **ECO TOURISM ACCREDITATION**

#### **Key Responsibilities**

- Being involved in new ideas for social media which can include images for posts and the website.
- Promoting Eco Tourism Accreditation across various communications.
- Delivering on the outcomes and tactics that were identified as part of the Eco Accreditation process.
- Keeping across any industry changes as notified by Ecotourism Australia.
- Preparing for any Ecotourism Australia audits.
- Working with Eco Tourism Australia to promote new ideas and opportunities throughout various markets.
- Having a sound understanding of history as it relates to tours and communicating it a way that makes sense and connects with guests

#### **Other Important Responsibilities**

- Duty of Care to ensure any action taken by the business does not harm others – such as adherence to WHS and Risk Management.
- Develops trust and confidence within the team by being open and approachable.
- Delivers creative ideas making the business of work in hospitality fun.
- Will understand the importance of '*hearing the story/ telling the story/sharing the story*' by understanding knowing and respecting our rich history.
- Will respect the Yandruwandha - Yawarrawarrka People by being mindful of their culture and heritage.

**The role will be benchmarked by an efficient and smoothly running hotel and commitment to continual improvement and innovation.**

**Key measurements of success within the role include:**

- Better the business operations by knowing the business and uses evidence to influence decisions
- Proactively identifies new ideas which will improve operations
- Consults openly and honestly keeping all lines of communication open
- Is solution focused and sees problems as challenges and opportunities to improve the business

**Suitable Qualifications include:**

- Trade Certificate or Qualification
- Forklift Licence Other relevant tickets and licences
- Current RSA – valid three years
- Current Responsible Person -SA
- Current driver's licence – SA
- Current Light Rigid Licence
- Senior First Aid

**Contributes to a workplace culture based on the Health and Wellbeing Standards**

YOU HAVE A KEY ROLE TO PERFORM IN THE BETTERMENT OF OUTBACK TOURISM:

- BY MINIMISING THE NEGATIVE IMPACTS OF TOURISM OPERATIONS
- CREATIVELY DELIVERING OPERATIONAL EFFICIENCIES
- FOSTERING GOODWILL AND GENEROSITY
- DEMONSTRATING SMART, HONEST AND AUTHENTIC BUSINESS PRINCIPLES