



Position Description

Position	Cockatoo Island Guest Services Officer (Full-time)
Division	Property and Leasing Management and Accommodation
Location/s	Cockatoo Island
Reports to	Manager Guest Services
Direct Reports	Nil
Enterprise Agreement Classification	Level 3
Our Organisation	<p>The Sydney Harbour Federation Trust (the Harbour Trust) is an Australian Government agency that protects and manages some of the most historically significant foreshore sites on Sydney Harbour including Cockatoo Island in Sydney Harbour, Woolwich Dock and Parklands in Woolwich, Sub Base Platypus in North Sydney, Georges Heights, Middle Head and Chowder Bay in Mosman, North Head Sanctuary in Manly, Marine Biological Station in Watsons Bay and Macquarie Lightstation in Vaucluse.</p> <p>The Harbour Trust’s mission is to bring to life our natural and cultural heritage and provide a lasting legacy for all Australians through conservation, remediation and the adaptive reuse of places in our care.</p> <p>Our sites are rich in history and link us to our complex past and continuing connections. They are Country – the interconnected layers of water, land and air that for First Nations people hold cultural practices, community and sense of worth. They tell stories of colonization and dispossession, of convict incarceration, of nineteenth and twentieth century military and defence roles, and speak of the enterprise and industry of the modern nation, and of the contemporary communities they have become.</p>
Code of Conduct & Values	All employees at the Harbour Trust abide by the Harbour Trust’s key values and Code of Conduct, behaving honestly and with integrity and acting with care and diligence.

	Employees are required to maintain confidentiality of all Harbour Trust information, upholding the Harbour Trust's values, integrity and its good reputation.
Health & Safety	The Harbour Trust integrates safety into all aspects of the business to promote a positive safety culture and takes proactive steps to mitigate the risk of harm to employees and others in the workplace.
Our Commitment	The Harbour Trust is an equal employment opportunity employer, committed to ensuring all employees are free from discrimination and harassment; where everyone is treated with dignity, courtesy and respect.

ROLE OVERVIEW:

The Guest Services Officer holds the responsibility of welcoming accommodation, camping, and conference patrons upon their arrival at Cockatoo Island, as well as managing check-ins and departures. The primary objective is to deliver exceptional customer service, offering guests advice, information, and hospitality services throughout their stay.

This role is ideally suited for an individual with a strong focus on customer service excellence, who possesses a genuine interest in learning about the history and operations of Cockatoo Island. The ideal candidate thrives in dynamic environments, excels at quick thinking to achieve results, and enjoys collaborating within a team setting. The position entails working on a seven-day roster, predominantly covering day and afternoon shifts.

ROLE ACCOUNTABILITIES:

- Meet and greet paying accommodation guests and conferencing patrons to Cockatoo Island and complete financial and reservations processes in accordance with the Harbour Trust Operations Manual.
- Support the Manager Guest Services with the smooth running of camping, accommodation, and conferencing facilities, together with reporting and maintenance issues across all facilities.
- Liaise with external stakeholders to ensure all accommodation facilities are cleaned prior to guests' arrival and maintained at a high standard.
- Prepare required reports and gather guest feedback in accordance with the operations manual.
- Provide relevant information to guests about the offerings on Cockatoo Island and suggestive sell to enhance the guest's experience.
- Maintain conference facilities, manage large bookings, and provide assistance as required.

- Actively work towards resolving guest disputes and grievances. If not possible refer to the Manager Guest Services.
- Ensure all operational services are maintained in the absence of the Manager Guest Services.
- Manage incoming bookings and reservation enquiries accurately and in a timely manner.
- Build and maintain effective relationships with the Cockatoo Island Accommodation team, tenants, volunteers, rangers, security, contractors and staff.
- Ad hoc duties as required .

SELECTION CRITERIA:

Essential (Qualifications, attributes, skills and knowledge)

- A minimum of 2 years demonstrated experience in a similar role in hospitality, liaising with guests and accommodating their needs.
- Knowledge or understanding of RMS booking system and IT knowledge and skills in Microsoft Office (Word, Excel and Outlook).
- The ability to deliver exceptional 5-star customer service, have exceptional personal presentation and a friendly and outgoing disposition to provide high quality tourism experience for camping and accommodation customers.
- Demonstrated ability to prioritise, time manage and manage workloads with competing demands.
- A team spirit, with a willingness to assist in all area's when required to ensure that we exceed guest expectations at all times.
- Ability to cover day and afternoon shifts on a seven-day roster.
- First Aid Certificate.
- Current Drivers Licence.
- Willing to undertake a Police Check & Working with Children Check.
- Australian citizenship or the ability to work in Australia.

Desirable

Accreditation from a recognised institute with focus on Hospitality Operations.

THE CORE CAPABILITY FRAMEWORK - Level 3

<p>COMMUNICATION</p> <p>Responds to enquiries, receives direction, and participates in team meetings Tailors communication to suit a range of audiences and develops strategies to overcome communication barriers Develops and uses appropriate communication skills including:</p> <ul style="list-style-type: none"> ▪ effective listening ▪ questioning ▪ providing feedback <p>Organises written work in a manner that is clear and easy to follow</p>
<p>WORKING WITH PEOPLE</p> <p>Resolves routine workplace problems through collaboration, with assistance; generates solutions to less complex problems Researches and analyses information and chooses options based on evidence Understands the reason for decisions Maintains a positive outlook and seeks support when faced with setbacks Exercises judgement to resolve workplace issues and apply relevant standards Identifies issues and uncertainties which could impact on designated tasks</p>
<p>PROBLEM SOLVING & DECISION MAKING</p> <p>Resolves routine workplace problems through collaboration, with assistance; generates solutions to less complex problems Researches and analyses information and chooses options based on evidence Understands the reason for decisions Maintains a positive outlook and seeks support when faced with setbacks Exercises judgement to resolve workplace issues and apply relevant standards</p>
<p>PLANNING & TIME MANAGEMENT</p> <p>Understands how own and team performance goals contribute to the department's goals Demonstrates planning and time management in routine work activities using required resources and systems to achieve objectives Plans, monitors and evaluates work progress to achieve outcomes and revises work plans in response to changes in priority Provides input to the development of team goals Identifies risks and uncertainties when planning own work Applies and monitors customer focus and responsiveness</p>
<p>TRUST SPECIFIC KNOWLEDGE</p> <ul style="list-style-type: none"> • Builds, applies and maintains appropriate experience, skills and knowledge • Understands and applies the Trust's financial processes and uses public resources in accordance with standards set • Understands and complies with policies, procedures, systems and processes including diversity, Workplace Health Safety and Security <p>Prepares for and participates in performance management processes</p>