



Position Description

Position	Accommodation Coordinator
Directorate	Property, Leasing & Accommodation
Location/s	Cockatoo Island
Reports to	Head of Property and Leasing Management and Accommodation
Direct Reports	Guest Services Officer x 3
Enterprise Agreement Classification	Level 6
Our Organisation	<p>The Sydney Harbour Federation Trust (Harbour Trust) manages extraordinary places on the world's best harbour and provides the public with access to precious bushland, parks and open spaces.</p> <p>Located in First Nations countries, our visitor destinations are known for their natural beauty. They also feature heritage-listed structures and other remnants from Australia’s colonial, maritime and military history. For these reasons, they have significance on a national and international scale.</p> <p>Our vision includes making our destinations accessible to diverse audiences, amplifying their heritage and environmental values through storytelling and – through their conservation, remediation and adaptive reuse – fostering a sense of place and belonging.</p>
Code of Conduct & Values	<p>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.</p> <p>Employees are required to maintain confidentiality of all Harbour Trust information, upholding the Harbour Trust’s values, integrity and its good reputation.</p>
Harbour Trust Behaviours	Delivering on these behavioural expectations is the responsibility of all staff and forms part of our integrated performance framework:



	<ul style="list-style-type: none"> - We are ambassadors - We share information - Us not they - Collaboration is key - Caring for country mindset - We are all storytellers - Being constructive - Innovation mindset
Delegations	To fulfill your role and responsibilities, you are delegated powers outlined within the Harbour Trust Register of Delegations. Delegated powers are to be exercised responsibly in a proper, ethical, diligent, professional and efficient manner, including always acting in good faith and in the best interests of the Harbour Trust.
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 Accommodation Coordinator assumes responsibility for welcoming camping, accommodation, and conference guests upon their arrival at Cockatoo Island. The role encompasses the coordination of guest arrivals and departures, overseeing the day-to-day provision of customer service, advice, information, and hospitality services to camping, accommodation, and conference guests. Additionally, the Accommodation Coordinator supervises Guest Services Officers, ensuring that service coverage is maintained during designated hours. The role operates under a 7 day roster, providing coverage for both day and afternoon shifts.

ROLE ACCOUNTABILITIES:

- Manage the day-to-day operations of campground and accommodation, including levels of stock cleanliness and presentation of varying types of accommodation.
- Coach and mentor Guest Services Officers to maintain a high level of service and compliance with Standard Operating Procedures.



- Achieve high standards of presentation, customer service, WHS & risk management, maintenance and cleanliness.
- Foster and maintain effective relationships with key internal and external providers, to ensure efficient and effective provision of accommodation services.
- Manage cleaning and accommodation attendants to ensure all accommodation facilities are cleaned and always maintained to a high standard prior to guests' arrival.
- Manage financial transactions i.e., debtors and account balances.
- Manage guests relations including enquiries, complaints, and conflict resolution.
- Coordinate accommodation rosters.
- Manage all group reservations for accommodation and conferencing, including liaison, confirmation of attendance, and payment.
- Work with Rangers and Security to provide a safe environment for the customers.
- Report any near misses incidents or safety issues to the Trust.
- Provide reports to the Manager of Property and leasing as required each month and assist with providing input to budgeting and accommodation planning as required.
- Provide complaints register for all complaints monthly along with remedial action taken where possible.

While we have made every effort to include all core responsibilities in this position description, it is not an exhaustive list of accountabilities. Tasks and priorities may change based on business needs.

SELECTION CRITERIA:

Essential (*Qualifications, attributes, skills and knowledge*)

- A minimum of 3 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.
- High level of written and verbal communication skills.
- A team spirit, with a willingness to assist in all areas when required to ensure that we exceed guest expectations at all times.
- Ability to cover day and afternoon shifts on a seven-day roster.
- Willingness to obtain and maintain First Aid Certification.

ELIGIBILITY



- Satisfy a Police Check & Working with Children Check.
- Hold an Australian citizenship or ability to work in Australia.

Desirable

Accreditation from a recognised institute with focus on Hospitality Operations



INTEGRATED LEADERSHIP SYSTEM- Level 6

Supports strategic direction	Achieves results	Supports productive working relationships	Displays personal drive and integrity	Communicates with influence
<p>Supports shared purpose and direction</p> <p>Understands, supports and promotes the organisation's vision, mission, and business objectives. Identifies the relationship between organisational goals and operational tasks. Clearly communicates goals and objectives to others. Understands, supports and communicates the reasons for decisions and recommendations.</p> <p>Thinks strategically</p> <p>Understands the work environment and initiates and develops team goals, strategies and work plans. Identifies broader factors, trends and influences that may impact on the team's work objectives. Considers the ramifications of issues and longer-term impact of own work and work area.</p> <p>Harnesses information and opportunities</p> <p>Gathers and investigates information from diverse sources and explores new ideas and different viewpoints. Uses experience to analyse what information is important and how it should be used. Maintains an awareness of the organisation and keeps self and others well informed on work issues and finds out about best practice approaches.</p> <p>Shows judgement, intelligence and commonsense</p> <p>Undertakes objective, systematic analysis and draws accurate conclusions based on evidence. Recognises the links between interconnected issues. Identifies problems and works to resolve them. Thinks laterally, identifies, implements and promotes improved work practices.</p>	<p>Identifies and uses resources wisely</p> <p>Reviews project performance and identifies opportunities for improvement. Makes effective use of individual and team capabilities and negotiates responsibility for work outcomes. Is responsive to changes in requirements.</p> <p>Applies and builds professional expertise</p> <p>Values specialist expertise and capitalises on the knowledge and skills of others within the organisation. Contributes own expertise to achieve outcomes for the business unit.</p> <p>Responds positively to change</p> <p>Establishes clear plans and timeframes for project implementation. Responds in a positive and flexible manner to change and uncertainty. Shares information with others and assists them to adapt.</p> <p>Takes responsibility for managing work projects to achieve results</p> <p>Sees projects through to completion. Monitors project progress and adjusts plans as required. Commits to achieving quality outcomes and adheres to documentation procedures. Seeks feedback from supervisor to gauge satisfaction.</p>	<p>Nurtures internal and external relationships</p> <p>Builds and sustains positive relationships with team members, stakeholders and clients. Proactively offers assistance for a mutually beneficial relationship. Anticipates and is responsive to client and stakeholder needs and expectations.</p> <p>Listens to, understands and recognises the needs of others</p> <p>Actively listens to staff, colleagues, clients and stakeholders. Involves others and recognises their contributions. Consults and shares information and ensures others are kept informed of issues. Works collaboratively and operates as an effective team member.</p> <p>Values individual differences and diversity</p> <p>Recognises the positive benefits that can be gained from diversity. Encourages the exploration of diverse views and harnesses the benefits of such views. Recognises the different working styles of individuals, and factors this into the management of people and tasks. Tries to see things from different perspectives. Treats people with respect and courtesy.</p> <p>Shares learning and supports others</p> <p>Identifies learning opportunities for others and delegates tasks effectively. Agrees clear performance standards and gives timely praise and recognition. Makes time for people and offers full support when required. Provides constructive and regular feedback. Deals with under-performance promptly.</p>	<p>Demonstrates public service professionalism and probity</p> <p>Adopts a principled approach and adheres to the APS Values and Code of Conduct. Acts professionally at all times and operates within the boundaries of organisational processes and legal and public policy constraints. Operates as an effective representative of the organisation in internal forums.</p> <p>Engages with risk and shows personal courage</p> <p>Provides impartial and forthright advice. Challenges issues constructively and justifies own position when challenged. Acknowledges mistakes and learns from them, and seeks guidance and advice when required.</p> <p>Commits to action</p> <p>Takes personal responsibility for meeting objectives and progressing work. Shows initiative and does what is required. Commits energy and drive to see that goals are achieved.</p> <p>Promotes and adopts a positive and balanced approach to work</p> <p>Persists with, and focuses on achieving, objectives even in difficult circumstances. Remains positive and responds to pressure in a calm manner.</p> <p>Demonstrates self awareness and a commitment to personal development</p> <p>Self-evaluates performance and seeks feedback from others. Communicates areas of strengths and acknowledges development needs. Reflects on own behaviour and recognises the impact on others. Shows commitment to learning and self-development.</p>	<p>Communicates clearly</p> <p>Confidently presents messages in a clear, concise and articulate manner. Focuses on key points and uses appropriate, unambiguous language. Selects the most appropriate medium for conveying information and structures written and oral communication to ensure clarity.</p> <p>Listens, understands and adapts to audience</p> <p>Seeks to understand the audience and tailors communication style and message accordingly. Listens carefully to others and checks to ensure their views have been understood. Checks own understanding of others' comments and does not allow misunderstandings to linger.</p> <p>Negotiates confidently</p> <p>Approaches negotiations with a clear understanding of key issues. Understands the desired outcomes. Anticipates and identifies relevant stakeholders' expectations and concerns. Discusses issues credibly and thoughtfully and presents persuasive counter-arguments. Encourages the support of relevant stakeholders.</p>