



Position Description

Position	Guest Services Officer
Directorate	Property & Leasing
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 (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 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.

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 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.
- Current Drivers Licence.

Desirable

Accreditation from a recognised institute with focus on Hospitality Operations

ELIGIBILITY:

- Hold Australian citizenship or residency or appropriate visa.
- Satisfy a Police Check
- Satisfy a Working with Children Check.
- Possession of a current First Aid Certificate or willingness to obtain one.



INTEGRATED LEADERSHIP SYSTEM- Level 3

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 and supports the organisation's vision, mission and business objectives. Follows direction provided by supervisor. Recognises how own work contributes to the achievement of organisational goals. Understands the reasons for decisions and recommendations.</p> <p>Thinks strategically</p> <p>Understands the work environment and contributes to the development of work plans and team goals. Demonstrates an awareness of the implications of issues that may impact on own work objectives.</p> <p>Harnesses information and opportunities</p> <p>Knows where to find information, and asks questions to ensure a full understanding of an issue. Uses common sense to recognise the importance of available information. Keeps self and others well informed on work progress.</p> <p>Shows judgement, intelligence and commonsense</p> <p>Researches and analyses information and makes recommendations based on evidence. Identifies issues that may impact on tasks. Suggests improvements to work tasks and business practices.</p>	<p>Identifies and uses resources wisely</p> <p>Reviews task performance and communicates outcomes to supervisor. Understands individual and team capabilities and makes effective use of own capabilities.</p> <p>Applies and builds professional expertise</p> <p>Contributes own expertise to achieve outcomes for the business unit.</p> <p>Responds positively to change</p> <p>Establishes task plans to deliver objectives. Responds in a positive and flexible manner to change. Shares information with others and adapts to a changing environment.</p> <p>Takes responsibility for managing work projects to achieve results</p> <p>Sees tasks through to completion. Works within agreed priorities. Commits to achieving quality outcomes. Maintains accurate records and files. Seeks feedback from supervisor to gauge satisfaction and seeks assistance when required.</p>	<p>Nurtures internal and external relationships</p> <p>Builds and sustains positive relationships with team members and clients. Actively participates in teamwork and activities. Responds under direction to changes in client needs and expectations.</p> <p>Listens to, understands and recognises the needs of others</p> <p>Actively listens to colleagues and clients. 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>Understands, values and responds to different personal styles. 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. Makes time for people and supports the contribution of others. Understands and acts on constructive feedback.</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 work area in internal forums.</p> <p>Engages with risk and shows personal courage</p> <p>Provides accurate advice on issues. Acknowledges mistakes and learns from them, and seeks guidance and advice when required.</p> <p>Commits to action</p> <p>Takes personal responsibility for accurate completion of work and seeks assistance when 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>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>Seeks feedback from others. Communicates areas of strengths and works with supervisor to identify development needs. Reflects on own behaviour and recognises the impact on others. Seeks self-development opportunities.</p>	<p>Communicates clearly</p> <p>Confidently presents messages in a clear, concise manner. Focuses on key points and uses appropriate language. 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.</p> <p>Negotiates confidently</p> <p>Listens to, and considers different ideas and discusses issues credibly and thoughtfully. Identifies relevant stakeholders.</p>