



POSITION DESCRIPTION

POSITION TITLE	KCT Hawk Dreaming Wilderness Lodge Managers
POSITION NUMBER	KCT0116
DESIGNATION	Kakadu Cultural Tours - KCT
RESPONSIBLE TO	KCT Operations Manager
LOCATION	Hawk Dreaming – Kakadu National Park

PRIMARY OBJECTIVE

Provide effective, efficient, and quality Lodge management on behalf of Kakadu Cultural Tours.

Hawk Dreaming Wilderness Lodge

Small-Scale Accommodation

Featuring just 12 twin tented cabins with ensuites, which limits our capacity to 24 guests, with the welcome addition of modern ensuite facilities, our Hawk Dreaming Wilderness Lodge offers our guests a truly intimate experience.

Our guests are granted exclusive access to a restricted area of Kakadu, abundant with wildlife and rarely viewed Aboriginal art sites. Hawk Dreaming Wilderness Lodge is in close proximity of ancient Aboriginal rock art and occupation sites, which provides guests an amazing insight into Aboriginal culture and heritage.

The Hawk Dreaming Wilderness Lodge is located in an otherwise restricted area of northern Kakadu National Park known as Cannon Hill. With special permission from the traditional custodians, we have exclusive overnight access to the Aboriginal Land of Hawk Dreaming, on which the camp site is located.

Our main trade are small tour groups, and we also offer a series of packages for the Free Independent Travellers (FIT)

POSITION RESPONSIBILITIES

<p>Operations</p> <p>Catering responsibilities</p> <p>You will be responsible for the preparation and the presentation of Lodge meals to a high standard.</p> <ul style="list-style-type: none"> • Preparation and service of the daily menu for up to 24 guests • Ensuring all dietary requirements of guests are adhered to • Ensure the preparation, presentation and cleaning of kitchen are to Food Hygiene standards. • Check Guest Room lists for forward planning • Responsible for the ordering of provisions, provision control and efficient storage • Provision collection from KCT Depot once a week <p>Guest Services</p> <ul style="list-style-type: none"> • Review Guest Room Lists and forward bookings daily • Plan cabin services • Plan laundry requirements to Room List • Service cabins as per policy and procedures • Service cabins on check out as per policy and procedures • Order stock requirements • Ensure laundry is maintained to a high standard of functionality • Always maintain a high level of customer service <p>Guest Arrivals and Transfers</p> <ul style="list-style-type: none"> • Assist with Guest Transfers to and from Border Store • Greet Guests when arriving at HDWL <p>Power Supply</p>
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<ul style="list-style-type: none"> • Maintain Power generator to policy and procedures • Cleaning of Solar panels twice a week • Order Fuel, Oil and other operational products when required <p>General Maintenance</p> <ul style="list-style-type: none"> • Cleaning and maintain presentation of HDWL and grounds <p>KCT employees</p> <ul style="list-style-type: none"> • Crucial to our operations within KCT, is to at all times, confidentially support our indigenous workforce • During your induction, the lines of supervision will be outlined • Engage in continuous improvement process to enhance the management of HDWL
<p>Human Resources</p> <ul style="list-style-type: none"> • All employees must abide by the Induction manuals which cover: Product, Traditional Owners, Interpretive of products and locations, instructions on running the product, WHS and all operating procedures and policies, customer service and safety • Ensure all Incidents or accidents are reported and documented as per the policies and procedures • Provide suitable debriefing services to DAI/KCT Management and Operations Manager when required • Ensure you have received a copy of your roster and if any identified problem days review with DAI/KCT Management and Operations Manager • Foster and develop workplace relationships in a spirit of cooperation, teamwork, and safety. • Provide all HR documentation to Operations Manager as required i.e., H Endorsement, MR, First Aid, Kakadu Knowledge Accreditation any other documents that support your qualifications • Ensure your duties undertaken and performed in accordance with any established policies and procedures. • Ensure your time sheet is completed, signed within timeframes
<p>Accountability</p> <ul style="list-style-type: none"> • Be quick to respond to enquiries and action where relevant and/or necessary in a highly efficient and effective manner
<p>Corporate & Social Responsibility</p> <ul style="list-style-type: none"> • Adhere to KCT's Code of Conduct • Adhere to KCT's Policies and Procedures • Act with integrity at all times and ensure that areas of responsibility operate in an open, transparent and accountable manner • Comply with KCT WHS and EEO policy and procedures to actively participate in the achievement of maintaining safe and efficient work practices and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity
<p>Stakeholder Relationships</p> <ul style="list-style-type: none"> • Develop an engaging relationship with your passengers to ensure their needs and expectations of the tour are met • Develop a productive working relationship with KCT employees • Traditional Owners of Hawk Dreaming/Cannon Hill and Arnhemland • Djabulukgu Association and our Membership
<p>Asset and Risk Management</p> <ul style="list-style-type: none"> • Ensure compliance with all relevant KCT's policies and procedures and statutory requirements including the maintenance of plant items, completion of incident reports, investigation of workplace injuries and near misses • Report any incidents that may result in claims against, or losses to KCT and the Djabulukgu Association

Essential Employment Criteria

- Licence - MR (Medium Rigid) at a minimum
- H Endorsement or willingness to obtain
- Kakadu Knowledge Accreditation or willingness to obtain
- First Aid Certificate or willingness to obtain
- Hospitality Experience
- Food Handling Level 1 Certificate

Conditions of Work

- Permanent donga accommodation with power, shared facilities with meals included
- Uniforms supplied

Remuneration

- The position is classified as Casual
- Ideally suited for two people who are **flexible** and flexible with delivery of the tasks as outlined below
- There will be some days that will require efficient guest service management of duties and other days to perform duties to maintain cabins, kitchen areas and ground maintenance
- There will be days where you can enjoy the beautiful natural surrounds to enhance your knowledge of Kakadu and therefore enhancing the Guests experience
- **Casual rate of \$250 per person per day**
- 5 day working week
- Days off will correspond with Guests bookings
- Subject to operations and Guest Bookings

Daily Tasks

Your daily tasks are as outlined:

Catering and Housekeeping Duties

TASK TIME	TASK
6.00 to 8.30 am	Continental Breakfast service set up & cleaning of all areas
8.30 to 11.30 am	Wash Linen & Housekeeping, restock trolley
13.30 to 17.00 pm	Prepare Dinner
15.30 to 17.15 pm	Meet and Greet incoming Guests
17.15 to 21.15 pm	Serving of Dinner and clean up including BBQ

Management Duties

TASK TIME	TASK
9.30 to 10.30 am	Check Guest accommodation lists
daily	Ensure all rooms are prepared
Or when required	Forward planning for guests i.e., food, cabins
	Ordering of provisions
	Collection of Provisions from Jabiru
	Ensure all food is stored at correct temperatures
	Ensure all communal areas are cleaned and presentable
	Timesheet are completed and sent to Jabiru
	Invoices are processed and sent to Jabiru

Guide Duties

TASK TIME	TASK
7.15 to 8.00 am	Vehicle Check and Clean
8.00 to 9.00 am	Border Store Transfers
11.30 to 14.30 pm	Ad Hoc ground maintenance
14.30 to 15.30 pm	Border Store Transfer
17.30 to 18.30 pm	Sunset at billabong



Cannon Hill and Ubirr are 40 km's from Jabiru. Jabiru is the major resource town within Kakadu National Park and is 261 km's from Darwin.

POSITION DESCRIPTION AUTHORISATION

Approved by: DAI Committee 04 April 2021

Signed: _____ Date: _____

Employee

Name _____

Signed: _____ Date: _____

KCT Operations Manager

Signed: _____ Date: _____

Name: _____