



# Park Manager

## Position Description

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**Position:** Park Manager

**Location:** 558 Lake Tyers Beach Road, Lake Tyers Beach, Victoria, 3909

**Reports To:** Chair or Secretary, LTCCP Committee of Governance

**Direct Reports:** Reception staff, cleaning staff, maintenance staff, seasonal

**Salary:** By negotiation with reference to applicable awards

### Role purpose

The Park Manager is responsible for the overall management and operation of the caravan park, ensuring the park operates efficiently, safely and profitably while providing a welcoming and high-quality experience for guests.

The role includes responsibility for guest services, staff supervision, financial administration, facility maintenance, marketing and regulatory compliance.

The manager is expected to maintain the park to a high standard, support tourism in the local area, and foster a positive reputation for the park within the community.

The manager must develop a good working relationship with the Committee of Governance in relation to administrating the operation of the Park.

### About the Park

Lake Tyers Camp and Caravan Park consists of 22 cabins and 82 powered sites and is owned and managed by the Presbytery of Gippsland on behalf of the Uniting Church in Australia.

Established by the Methodist Church in 1948 it was initially used for Easter Camps, Youth events and Minister retreats. With further development it was opened to the public for the Christmas period and proved popular due to the natural beauty and recreational opportunities it offers. In 1977 the Methodist Church became part of the Uniting Church in Australia.

The park is now open all year round and welcomes the general public as a quality tourism accredited business.

Lake Tyers has been described as 'The Pearl of the Gippsland Lakes'. An Aboriginal Legend tells how one day the sea came inland to rest amongst the wooded hillsides and fell asleep and is still there today.

The Uniting Church in Gippsland worships, celebrates and witnesses God's love in the world, enabling people to discover new life through the Holy Spirit and to live by that discovery. We are committed to issues of justice and social concerns and working with the wider church and community.

## **1. Key selection criteria – Skills and Experience**

### **1.1 Essential**

- Demonstrated experience in hospitality, tourism or accommodation management.
- Strong customer service and communication skills.
- Ability to supervise staff and manage small teams.
- Financial administration and record-keeping skills.
- Demonstrated computer literacy.
- Practical maintenance or facilities management capability.
- Ability to work weekends, public holidays and peak tourist periods.

### **1.2 Desirable**

- Experience managing caravan parks, holiday parks or similar accommodation.
- Experience with reservation or property management systems.
- Marketing and social media experience.
- First aid and workplace health and safety training.
- Qualification in hospitality, tourism or business management, or willingness to work towards.

### **1.3 Other requirements**

The person in this role is required to maintain a current Working with Children's Check, and their employment will be subject to satisfactory completion of a National Criminal History Check.

Responsible for maintaining records and data related to their role responsibilities and work area in accordance with the relevant policies and procedures.

A current drivers' licence is required.

The Park Manager is expected to:

- Demonstrate integrity, professionalism and respect in all interactions.
- Provide inclusive and welcoming hospitality to all guests.
- Support a safe and positive workplace culture.
- Represent the caravan park positively within the local community.

Attend regular meetings of the Committee of Governance (mix of onsite, online and offsite locations)

The person in this role agrees to abide by the Uniting Church in Australia Child Safety Policy, and the Child Safe Code of Conduct.

## **2. Key Responsibilities**

### **2.1 Operations Management**

- Manage the day-to-day operations of the caravan park including cabins, powered and unpowered sites, and camping areas.
- Ensure facilities such as amenities blocks, camp kitchens, recreational areas and grounds are clean, safe and well maintained.
- Maintain a high standard of presentation across all park facilities and grounds.
- Coordinate repairs and maintenance of park infrastructure.
- Oversee contractors and service providers when required.

### **2.2 Guest Services**

- Provide friendly, professional customer service to all guests.
- Manage bookings, reservations, check-in and check-out processes.
- Respond to guest enquiries and resolve complaints in a timely and respectful manner.
- Provide information about local attractions, services and tourism opportunities.
- Encourage positive reviews and repeat visitation.

### **2.3 Staff Leadership and Supervision**

- Recruit, train and supervise staff including reception, cleaning and maintenance personnel.
- Develop staff rosters ensuring adequate coverage during peak periods.
- Provide leadership, mentoring and performance feedback.
- Ensure staff follow workplace health and safety procedures.

### **2.4 Financial Management**

- Manage park revenue including accommodation, site bookings and retail sales.
- Maintain financial records and prepare reports for the LTCCP Committee
- Monitor budgets and control operational costs.
- Assist with pricing strategies and revenue management.
- Maintain and submit employee time sheet to Synod Payroll.

### **2.5 Marketing and Promotion**

- Promote the caravan park through tourism websites and social media.
- Maintain relationships with local tourism organisations and visitor information centres.
- Support promotional activities that increase occupancy and visitation.
- Operate with an awareness of the ethos of the Uniting Church.

## **2.6 Compliance and Risk Management**

- Ensure compliance with all relevant legislation including:
- Caravan park regulations
- Local council requirements
- Workplace health and safety regulations
- Fire safety and emergency management
- Maintain emergency procedures and incident reporting processes.
- Ensure accreditation requirements are met

## **Remuneration**

- Salary: By Negotiation
- Accommodation: On-site manager residence provided, (new build 2026/27)
- Professional Development Opportunities

## **How to Apply**

Please submit:

- A brief cover letter outlining your suitability for the role
- Your resume including relevant experience

Applications should be sent to [sec.ucagipps@gmail.com](mailto:sec.ucagipps@gmail.com) by 10<sup>th</sup> May 2026