**Vacancy Information**

**(Affirmative Measures – First Nations)**

**Information for candidates:** an affirmative measure allows a particular job in the Australian Public Service to be open only to Aboriginal and/or Torres Strait Islander persons. The filling of this vacancy is intended to constitute an affirmative measure under section 8(1) of the Racial Discrimination Act 1975. **It is open to First Nations candidates only.**

**Our purpose** is to provide safe, culturally appropriate and affordable accommodation for First Nations people who need to be away from home to access medical services, education and economic opportunities.

Across its network of hostels, dedicated Aboriginal Hostels Limited (AHL) staff provide accommodation and meals for residents in a supportive environment, assisted by local First Nations service providers and referral agencies.

AHL also supports the Australian Government’s efforts to improve economic outcomes for First Nations people. By purchasing goods and services from First Nations businesses at every opportunity, we help support a more inclusive economy. We are proud to be one of the largest employers of First Nations people in the Australian Public Service, First Nations employees make up approximately 50% of our workforce.

**AHL looking** for a motivated and experienced individual to join AHL as an Operations Manager in Alice Springs. You will be reporting to the Business Manager, the Operations Manager will be critical to the organisation in overseeing the operations of a number of hostels in Alice Springs.

**Indigenous job seekers are encouraged to apply for this vacancy!**

|  |  |
| --- | --- |
| **Job Reference** | VN3825 |
| **Classification** | APS Level 6 |
| **Job Title** | Operations Manager |
| **Employment Type** | Ongoing (75 hours per fortnight) |
| **Salary** | $94,563 - $105,910 pa |
| **Benefits** | * 15.4% superannuation * Generous shift penalties apply for work after hours, weekends and public holidays * Regular salary packaging options for vehicles, superannuation and laptops etc PLUS, ability to salary sacrifice $15,900 per FBT year for rent, mortgage or living expenses. This benefit reduces taxable income, increasing fortnightly take-home pay. |
| **Location** | Visitors Park, AS - [Apmere Mwerre Visitors Park | Aboriginal Hostels Limited](https://www.ahl.gov.au/hostels/apmere-mwerre-visitors-park) |
| **Contact Officer** | Deanne Bear– 0401123809 |

**Position Description**

|  |  |
| --- | --- |
| **Under broad direction from the Director/ Assistant Director, Frontline Services:** | |
| **Ensure high quality accommodation services for AHL Residents** | * Lead and manage services to ensure the following outcomes for residents:   + Safe, clean comfortable and culturally sensitive accommodation;   + Quality and nutritionally appropriate catering and meal services; and   + Efficient, responsive and friendly service delivery form AHL and its staff. * Assist with the management of complaints and incidents in a timely manner and escalate to the Assistant/Director Frontline Services or relevant area accordingly. |
| **Lead a high performing team to deliver quality customer service** | * Lead and manage the hostels and staff within your cluster in line with organisational values, processes and policies, agreed priorities and strategies to ensure quality resident services are achieved. * Lead a high performing team through engaging staff, setting clear direction and performance expectations. * Positively influence and contribute to a service and team culture that focusses on meeting residents.needs. * Build staff capability and review performance of staff by providing consistent and regular feedback in accordance with the performance management framework and probationary principles. * Implement strategies to engage, develop and retain high performing staff. |
| **Financial, people and performance management** | * Operate within delegated authority and undertake a range of administrative tasks that support efficient and effective service delivery. * In partnership with the Assistant Director, Frontline Services, be accountable for the Reservation Management System (RMS) tariff income. This includes but is not limited to:   + accurate recording of all resident data;   + recovery of organisational debts within 30 days from the check-in date;   + tariff refunds and receipting and banking of all monies collected; and   + enforcement of “No Pay, No Stay” policy. * Adherence of financial and personnel delegations by all staff. Correct use of company vehicles including timely servicing and submission of logged data to National Office. * Oversee/coordinate rosters, planned leave, unscheduled absences, and recruitment needs to ensureappropriate staffing within hostels. Ensure timely and accurate recording/approving of leave,attendance, overtime etc. on a fortnightly basis. |
| **Facilities Management** | * Ensure appropriate management of assets and property within your cluster of hostels, including routine, emergency repair and maintenance requirements as they arise. |
| **Develop and maintain productive relationships with stakeholders** | * Engage in and maintain productive working relationships that add value to service delivery and tooutcomes for residents * Assist to effectively promote AHL services to the community to meet occupancy targets. * Attend external meetings as appropriate. * Understand the impact of external influences for the service in the cluster and individual hostels. * Attend and contribute to meetings and actively participate in managing high quality service deliveryand workforce capability in relation to hostels in your span of control. |
| **Other** | * Create a culture where safety is an expectation, where staff undertake work aligned Work Health and Safety policies and procedures and legislation and are accountable for their own safety and safety of others. * Encourage feedback and contributions to improvements to AHL’s service delivery. * Other duties as directed. |
| *Whilst this duty statement summarises the purpose of the job and lists its key tasks, it is not a definitive list of all the tasks to be undertaken. Tasks can vary at the discretion of the Chief Executive Officer, in consultation with the employee. To deliver services effectively, a degree of flexibility is needed and the employee may be required to perform work not specifically referred to above.* | |

**Skills and Experience required**

|  |  |
| --- | --- |
| The successful applicant will demonstrate: | |
| 1 | In-depth understanding of Aboriginal and Torres Strait Islander cultures and issues affecting First Nations peoples. |
| 2 | The ability to support outcomes for First Nations peoples and the demonstrated ability to communicate sensitively and effectively with First Nations peoples. |
| 3 | The ability to set personal and team priorities to achieve high performance amongst staff. Equipped to deal with complex matters including staff/resident issues and complaints (sometimes remotely). Confidently participate in various HR and financial functions such as recruitment, performance management and exercising delegations. |
| 4 | Strong communication, negotiation and engagement skills in order to maintain effective relationships with staff, residents and stakeholders. |
| 5 | The skills of an effective administrator with the capacity to manage day-to-day matters for your hostels such as rostering, assessing requests for leave and overtime, reviewing incident reports and following up on property maintenance, as required. Possess developed computer skills and harness appropriate tools to work remotely. |
| 6 | * Commitment to delivering high quality customer service and prioritising Work Health and Safety for staff, residents and yourself. |
| 7 | 2-3 years of relevant/transferrable experience within any of the below environments would be highly regarded:   * Not for Profit organisations; * Residential facilities; * Hospitality; and/or * Frontline Services including health, education, disability, and community services. |
| \* | You are willing and able to travel to AHL sites across Australia as required. |

**Recruitment Initiatives**

The successful applicant will need to demonstrate a knowledge and understanding of Aboriginal and Torres Strait Islander Peoples and display respect and dignity in all their dealings with staff and residents.

Further, the **RecruitAbility** scheme applies to this vacancy. Under the RecruitAbility you will be invited to participate in further assessment activity for the vacancy if you choose to apply under RecruitAbility; declare you have a disability; and meet the minimum requirements for the position. For more information on the RecruitAbility scheme please follow this link:  [[APSC Recruitability scheme guide applicants](https://www.apsc.gov.au/working-aps/diversity-and-inclusion/disability/recruitability/recruitability-scheme-guide-applicants)](https://www.apsc.gov.au/recruitability-scheme-guide-applicants).

**Eligibility**

* Be an Australian Citizen.
* Undergo a Satisfactory National Criminal History Check (prior to engagement).
* Meet Fitness for Duty requirements (prior to engagement).
* Hold and maintain a Working with Children Check in the NT (prior to engagement).
* Hold or obtain relevant qualifications.

**How to apply**

* Complete the **Application Form** available from our website [www.ahl.gov.au/employment](http://www.ahl.gov.au/employment)
* Email your current **Resume** and completed **Application Form** to [applications@ahl.gov.au](mailto:applications@ahl.gov.au) by 11:59pm AEST on **Sunday 6 April 2025**.
* Please include your name and the job reference (VN3825) in the subject of your email.