



APS 3 Hostel Manager (VN 3021)

Tamworth, NSW

Aboriginal Hostels Limited's (AHL) purpose is to provide safe, comfortable, culturally appropriate and affordable short-term accommodation for Indigenous Australians who need to be away from home to access medical services, education and economic opportunities.

A career with AHL will provide you with a chance to contribute to improving the quality of life and economic opportunity for Indigenous Australians. We offer rewarding experiences and rewarding employment conditions.

A hostel management opportunity is available for a motivated and experienced individual to join AHL in a fast paced, operational environment. Reporting to the Operations Manager, Hostel Managers and Assistant Hostel Managers are critical positions, overseeing the operations of a hostel to ensure appropriate and efficient services are delivered to our residents, as well providing supervision support to staff. Success in this role requires strong management experience, commitment and passion for servicing the Indigenous community and a willingness to work "on the ground". Successful candidates will have previous accommodation management experience, outstanding relationship management skills and experience in managing property issues. This is a busy role with constantly changing priorities, requiring excellent organisational skills.

Vacancy Information – VN 3021

Job Title:	Hostel Manager
Classification:	APS Level 3
Job Type:	Ongoing/Non-ongoing, Full time (75hrs/fortnight). Non-ongoing will be offered for up to 18 months initially with the possibility of an extension.
Salary:	\$59,322 - \$62,951 pa plus 15.4% superannuation
Benefits:	Salary Packaging: Generous salary packaging of up to \$15,900 per FBT year for mortgage, rent or living expenses Shift Penalties: Generous shift penalties apply for weekends and public holidays.
Position Contact:	Laura on 02 6212 2042 or applications@ahl.gov.au
Closing Date	11:59PM AEDT on Wednesday, 24 February 2021



P.R.O.U.D.

WE ARE... PROFESSIONAL RESPECTFUL OPEN UNDERSTANDING DEDICATED

Position Description

Duties and Responsibilities	
Guest Services	<ul style="list-style-type: none"> • Welcome guests upon arrival, ensuring high quality customer service during their stay • Work closely with hostel staff to accommodate guests' needs • Liaise with internal and external stakeholders to ensure guest needs are attended to in an efficient and professional manner • Provide accurate, up-to-date and practical information to guests • Ensure all guest reservations and bookings are up-to-date and accurate using AHL's Reservation Management System (RMS) • Ensure that complaints are addressed in line with AHL's complaints handling system.
Hostel Operations	<ul style="list-style-type: none"> • Be responsible for administrative tasks including RMS, budgeting and hostel expenditure • Coordinate hostel rosters, staff shifts and leave arrangements to ensure optimal coverage at all times. Approve employee timesheets. • Where required, assist with general cleaning duties, housekeeping, food preparation or kitchen-hand assistance • Be thorough with handovers at the beginning and end of shifts, to maintain consistent and supportive customer service.
Management	<ul style="list-style-type: none"> • Provide line management, support and leadership to all hostel staff • Oversee regular development, performance management and identify training needs for hostel staff • Work closely with the Business Managers to support recruitment needs and staffing related decisions.
Community Engagement	<ul style="list-style-type: none"> • Facilitate and support productive working relationships with local providers, suppliers and AHL staff • Resolve complex issues that arise to ensure a positive, culturally appropriate experience and quality stay for hostel guests.
Work, Health & Safety (WHS)	<ul style="list-style-type: none"> • All workplace tasks will be performed in a manner which upholds AHL's commitment to safety of its staff and residents by adhering to relevant Work Health and Safety (WHS) practices at all times. This includes the requirement for an employee to: <ul style="list-style-type: none"> ○ Promptly report workplace hazards and WHS issues, including injury or illness, to their manager or Health and Safety Representative (HSR) as soon as practicable ○ Report an unsafe, hazardous or emergency situation using AHL's critical incident management framework and procedures ○ Appropriately use equipment or substances provided by AHL and report all asset and property maintenance related matters. • Additionally, you will perform the duties of the First Aid Officer, Harassment Contact Officer and Fire Warden when on duty.
Other	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

All applicants will be assessed in relation to their ability to perform in accordance with the APS Values and Code of Conduct, the social justice principles of equity and workplace diversity and occupational health and safety in the workplace.

Successful candidates will demonstrate:

Values	<p>Commitment to working with Aboriginal and Torres Strait Islander peoples and the demonstrated ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander peoples. This commitment will be shown by your capacity to:</p> <ul style="list-style-type: none">• Understand Aboriginal and Torres Strait Islander peoples and cultures• Identify issues affecting Aboriginal and Torres Strait Islander peoples today• Communicate respectfully.
Personal Attributes	<ul style="list-style-type: none">• Proven integrity, reliability and adaptability• Proven ability to plan, organise and oversee a team• Team initiative and diligence• A positive, proactive and compassionate attitude.
Skills and Experience	<ul style="list-style-type: none">• To be successful in this role you must have experience working in a hostel, community or health care services, residential facility or similar. You must be able to lead and oversee the delivery of guest services and demonstrate a detailed understanding of quality customer service/support.• You will demonstrate the desire to make a difference, advocate and adapt, to build a compassionate community for Aboriginal and Torres Strait Islander peoples. You will have the ability to relate positively with local stakeholders.• You will be responsible for administrative duties including a Reservation Management System, budget expenditure, operational reports and staffing performance. You must be able to demonstrate accountability for decisions, with the ability to face complex tasks with sound knowledge and professional judgement.• You must also demonstrate a detailed understanding of Work Health and Safety practices, and be committed to operational needs, performing additional duties as requested.
Physical Requirements	<ul style="list-style-type: none">• You will need to be in good physical health. Hostel Managers and Assistant Hostel Managers will be required to walk, lift and carry, work a flexible schedule, and must be able to move continuously during working hours. Shift work may apply.
Certifications	<ul style="list-style-type: none">• Current CPR training and First Aid certification, or willingness to obtain• Current Driver's license.
Desirable Qualifications/Experience	<ul style="list-style-type: none">• Certificate III in Community Services or equivalent• Previous management experience in a residential environment.

Our values:

In AHL we demonstrate P.R.O.U.D values and recruit candidates with these qualities.



Recruitment Initiatives

AHL vacancies are advertised under various initiatives. When completing an application form, you must select the initiative/s you are applying under, which include:

Identified positions are open to all members of the community. Indigenous peoples, and non-Indigenous peoples with a commitment to working with Aboriginal and Torres Strait Islander Peoples are encouraged to apply. Documents pertaining to an applicant's Indigenous heritage are not required.

OR;

Affirmative Measures positions (to constitute an Affirmative Measure under subsection 8(1) of the Racial Discrimination Act 1975) are open to Aboriginal and Torres Strait Islander peoples only. To be eligible to apply under the Affirmative Measures initiative, applicants must be of Aboriginal and/or Torres Strait Islander descent; identify as an Aboriginal and/or Torres Strait Islander person; and be accepted by their community as being an Aboriginal and/or Torres Strait Islander person. Successful applicants may be asked to provide documents pertaining to their Indigenous heritage.

Further, **RecruitAbility** applies to this vacancy. Under the RecruitAbility scheme you will be invited to participate in further assessment activity for the vacancy if you choose to apply under the scheme; declare you have a disability; and meet the minimum requirements for the position. For more information see: <http://www.apsc.gov.au/priorities/disability/recruitability>

To be eligible for engagement and to maintain employment, applicants must:

- Provide evidence of Australian Citizenship;
- Undergo a Satisfactory National Criminal History Check (prior to engagement)
- Meet Fitness for Duty requirements (prior to engagement)
- Hold and maintain Working with Children Check in relevant state (prior to engagement)
- Hold or obtain the relevant mandatory qualification/s
- Satisfactorily complete a Probation period.

How to apply

1. Complete the **Application Form** available from our website www.ahl.gov.au/employment and be sure to complete the one page pitch outlining your relevant skills and experience.
2. Email your CV and completed Application Form to applications@ahl.gov.au by 11:59PM AEDT on the closing date, **24 February 2021**.
3. Please include your name and the position title in the subject of your email.

Aboriginal Hostels Limited | Work Pattern

Position	Hostel Manager					Position Number	5118			Work Pattern	5118		
Location	Tamworth (5025)												
Working Hours												Shift Penalties	
DAY	On	Off	On	Off	On	Off	On	Off		Total	30%	50%	
Thursday	8:30	12:00	13:00	17:00					1	7.5000			
Friday									2	0.0000			
Saturday									3	0.0000			
Sunday	7:30	11:00	13:00	17:00					4	7.5000		7.50	
Monday	8:30	12:00	13:00	17:00					5	7.5000			
Tuesday	8:30	12:00	13:00	17:00					6	7.5000			
Wednesday	8:30	12:00	13:00	17:00					7	7.5000			
Thursday	8:30	12:00	13:00	17:00					8	7.5000			
Friday									9	0.0000			
Saturday									10	0.0000			
Sunday	7:30	11:00	13:00	17:00					11	7.5000		7.50	
Monday	8:30	12:00	13:00	17:00					12	7.5000			
Tuesday	8:30	12:00	13:00	17:00					13	7.5000			
Wednesday	8:30	12:00	13:00	17:00					14	7.5000			
										75.0000	0.0000	15.0000	
Date of Effect	22-Feb-18			Hostel Manager Allowance		\$15.00 Per Night							
Basic Hours	75.00			Annual Leave		4 Weeks							
Shift Penalties 30%	0.00												
Shift Penalties 50%	0.00												