



## Hostel Manager (APS 3)

### Affirmative Measure Position

#### Nhulunbuy, Northern Territory.

**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 an Operations Manager, 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.

<b>Job Title:</b>	Hostel Manager – Affirmative Measure	
<b>Classification:</b>	APS Level 3	
<b>Job Type:</b>	Ongoing/Non-ongoing. Non-ongoing will be offered for up to 18 months initially with the possibility of an extension.	
<b>Salary:</b>	Hostel Manager: \$58,159 - \$61,717 plus \$1500 allowance pa and 15.4% superannuation	
<b>Benefits:</b>	Salary Packaging:	Generous salary packaging of up to \$15,900 per FBT year for mortgage, rent or living expenses
	District Allowance:	\$3,685 pa without dependants or \$6,497 pa with dependants
	Shift Penalties:	Generous shift penalties apply for weekends and public holidays.
<b>Position Contact:</b>	application@ahl.gov.au / Annie Edlington 02 6212 2086	
<b>Closing Date</b>	11:59PM AEST on 28 October 2020	



**P.R.O.U.D.**

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## Position Description

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

<p><b>Values</b></p>	<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"> <li>• Understand Aboriginal and Torres Strait Islander peoples and cultures</li> <li>• Identify issues affecting Aboriginal and Torres Strait Islander peoples today</li> <li>• Communicate respectfully.</li> </ul>
<p><b>Personal Attributes</b></p>	<ul style="list-style-type: none"> <li>• Proven integrity, reliability and adaptability</li> <li>• Proven ability to plan, organise and oversee a team</li> <li>• Team initiative and diligence</li> <li>• A positive, proactive and compassionate attitude.</li> </ul>
<p><b>Skills and Experience</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• You must also demonstrate a detailed understanding of Work Health and Safety practices, and be committed to operational needs, performing additional duties as requested.</li> </ul>
<p><b>Physical Requirements</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<p><b>Certifications</b></p>	<ul style="list-style-type: none"> <li>• Current CPR training and First Aid certification, or willingness to obtain</li> <li>• Current Driver's license.</li> </ul>
<p><b>Desirable Qualifications/Experience</b></p>	<ul style="list-style-type: none"> <li>• Certificate III in Community Services or equivalent</li> <li>• Previous management experience in a residential environment.</li> </ul>
<p><b>Level of the role</b></p>	<p>Based on the skills and experience of the successful applicant, the role will be offered as either the Hostel Manager or Assistant Hostel Manager.</p>

### **Eligibility for engagement and to maintain employment**

- be of Aboriginal and/or Torres Strait Islander descent; and
- identify as an Aboriginal and/or Torres Strait Islander; and
- be accepted by your community as being Aboriginal and/or Torres Strait Islander.
- Australian citizenship
- Current valid driver's licence
- Hold (and maintain) a Working with Children Check in the relevant state (prior to engagement);
- Flexibility to travel on a regular basis and capacity to work out of hours if required
- Undergo a satisfactory National Criminal History Check (prior to engagement)
- Meet fitness for duty requirements (prior to engagement)

### **Notes**

The filling of this vacancy is intended to constitute an affirmative measure under subsection 8(1) of the *Racial Discrimination Act 1975*.

### **How to apply**

1. Complete the position **Application Form**.
2. Prepare your **resume** outlining your career history, qualifications and contact details for at least two recent **referees**.
3. **Email** your **Application Form** and **resume** to [applications@ahl.gov.au](mailto:applications@ahl.gov.au) by 11:59pm AEST on the closing date of **28 October 2020**.

**Please be sure to include your name and the position in the subject of your email.**