



Position Description

HOUSEKEEPER – (Caravan Park)

Directorate	Governance, Business & Community Services
Reports to	Caravan Park Coordinator
Position Code	ITR1
Classification	Band 1 Level 2
Status	Casual
Other conditions & benefits	N/A
Pre-employment checks/legislative requirements	Medical Check
Location	70 Market Street Balranald, NSW
Date position description approved	7 December 2022, updated 10 February 2025

Council overview

Covering approximately 21,400 sq kilometres, Balranald Shire encompasses a diverse natural landscape which includes the world heritage listed Mungo National Park and the picturesque Yanga National Park.

Surrounded by the wonders of the Murrumbidgee, Murray, Lachlan, Wakool and Edward Rivers, the area offers the opportunity to relax and enjoy some of the most unique natural scenery in Australia. There is an abundance of great fishing, water sports and nature just waiting for you.

Balranald is situated on the Sturt Highway and is just a 1 hour drive from the regional city of Swan Hill and 1¾ hours' drive from Mildura.

The area is surrounded by rich agricultural lands, the unique townships of Balranald and Euston and the hamlets of Kyalite, Oxley, Hatfield and Penarie (Homebush).

Council values

Honesty, Respect, Enjoyment, Teamwork, Openness, Leadership, Customer Focus.

Primary purpose of the position

This position is responsible for the cleaning and maintenance of various Council Caravan Park buildings and facilities, which are required to be maintained to a high standard of cleanliness and hygiene.

Key accountabilities

Within the area of responsibility, this role is required to:

- Perform daily maintenance of the various Council Caravan Park buildings and facilities to a high standard of organisation and cleanliness.
- Cleaning of Balranald Shire Council Caravan Park facilities.
- To provide the best customer service to both internal and external customers in accordance with Council's policy and procedures in particular:
- Ensuring that the public image of the Council as a service provider is always maintained in the highest integrity
- To support Council objectives in the public forum
- To display a positive attitude towards Council policy and decisions in relation to the position and the public image of the Council
- To provide a positive personal contribution in the exchange of information between team members, across business departments and with customers
- To lead, encourage and participate in team activities
- To participate in training programs designed to increase efficiency and effectiveness
- Presentation of a courteous and helpful image to Councillors, internal officers, outside organisations and customers
- Maintenance of confidentiality in performing the duties of the position and in liaising with internal officers, outside organisations and customers

Key challenges & complexities

1. Manage and monitor achievement of outcomes and projects, ensuring services delivered meet the Community Strategic Plan, management plans and service agreement requirements.
2. Ensure the General Manager and Directors are informed of any issue which may affect the community and/or service delivery.

Key relationships

Internal	Why
Employees, Coordinators, Directors	The position is required to provide decisions which typically span across the whole organisation.
External	Why
Residents and ratepayers, Government Agencies	The position contributes to the organisation's overall direction and has significant influence on the areas overseen. The position provides a critical service function on behalf of Council.

Autonomy and Decision Making

The role requires the employee to deliver advice and service on behalf of Council as well as assisting and working with other staff. Judgement and independent research may be required, when there are no clear answers. Decisions are typically guided by broad policy, legislation or discussions with the relevant Director.

Code of Conduct, Policies, Protocols and Procedures

All employees are to adhere to Council's Code of Conduct, Policies and Procedures at all times.

Fraud and Corruption Prevention

Council has a zero tolerance towards fraud, corruption or any behaviour that may bring Council into disrepute with the community. All Council employees have a responsibility to identify, prevent and report fraud, corruption and behaviour that may bring Council into disrepute.

WHS & Risk Responsibilities

- Act at all times in a manner which does not place at risk the health and safety of any person in the workplace.
- Maintain a safe work environment in accordance with Balranald Shire Council's Workplace, Health and Safety Policies and Procedures.
- Assist in the on-going maintenance of a safe workplace through involvement in the implementation of safe systems.
- Actively participate in the rehabilitation of employees injured at work.
- Participate in mandatory Health and Safety training sessions.
- Identify, analyse and treat hazards in the workplace.
- Be responsible and accountable for taking practical steps to minimise Council's exposure to risk in so far as it reasonably practicable.
- Understand and adhere to the principles of Risk Management relevant to the job role.
- Provide input into various risk management activities.
- Report all emerging risks, issues and incidents.

Selection Criteria

Essential Experience & Qualifications

1. Understanding of Workplace Health and Safety requirements
2. Ability to work autonomously and with little direct supervision.

Desirable Requirements





1. Previous experience in cleaning and maintenance.
2. Demonstrated interpersonal skills and ability to contribute to a cohesive team environment and maintain positive relationships with internal and external stakeholders.
3. Ability to carry out tasks requiring the application of basic numeracy, literacy, and verbal communication skills.
4. Demonstrated experience relevant to the work area (ie: facility cleaning and maintenance in a commercial context, ordering supplies).

5. Ability to work effectively unsupervised when required and manage own time to meet defined work outcomes.
6. Ability to work in a physically demanding occupation, often in noisy conditions.
7. A developing knowledge, or ability to acquire knowledge of Council's standard safe work practices, procedures, and policies relevant to the work area (e.g. work health and safety including Duty Statements).
8. Possess a current unrestricted 'C' Class drivers licence.
9. Experience in the effective use, maintenance and servicing of relevant plant, equipment and tools and possession of relevant tickets and/or licences required to safely and legally operate same.

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Intermediate
	Display Resilience and Adaptability	Foundational
	Act with Integrity	Intermediate
	Demonstrate Accountability	Intermediate
	Communicate and Engage	Foundational
 Relationships	Community and Customer Focus	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Create and Innovate	Foundational
	Deliver Results	Intermediate
 Resources	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Foundational
	Procurement and Contracts	Foundational

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Understands what needs to be done and steps up to do it Pursues own and team goals with drive and commitment Shows awareness of own strengths and weaknesses Asks for feedback from colleagues and stakeholders Makes the most of opportunities to learn and apply new skills
Personal Attributes Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Follows through reliably and openly takes responsibility for own actions Understands delegations and acts within authority level Is vigilant about the use of safe work practices by self and others Is alert to risks in the workplace and raises them to the appropriate level
Relationships Community and Customer Focus	Intermediate	<ul style="list-style-type: none"> Identifies and responds quickly to customer needs Demonstrates a thorough knowledge of services provided Puts the customer and community at the heart of work activities Takes responsibility for resolving customer issues and needs
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> Encourages an inclusive, supportive and co-operative team environment Shares information and learning within and across teams Works well with other teams on shared problems and initiatives Looks out for the wellbeing of team members and other colleagues Encourages input from people with different experiences, perspectives and beliefs Shows sensitivity to others' workloads and challenges when asking for input and contributions

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none">• Gathers and investigates information from a variety of sources• Questions basic inconsistencies or gaps in information and raises to appropriate level• Asks questions to get to the heart of the issue and define the problem clearly• Analyses numerical data and other information and draws conclusions based on evidence• Works with others to assess options and identify appropriate solutions
Results Deliver Results	Intermediate	<ul style="list-style-type: none">• Takes the initiative to progress own and team work tasks• Contributes to the allocation of responsibilities and resources to achieve team/project goals• Consistently delivers high quality work with minimal supervision• Consistently delivers key work outputs on time and on budget