



OPERATIONS MANAGER

POSITION DETAILS

Position Title:	Operations Manager
Department:	Gunditj Mirring Services Pty Ltd Trading as Budj Bim Cultural Landscape Tourism (BBCLT)
Hours:	Full-time, 38 hours per week - Monday – Sunday – hours needs to be flexible with the requirements of the role (days to be negotiated).
Salary:	\$88,000 - \$90,000 per annum plus Super - Amusement, Events & Recreation Award - Grade 9 (non-exhibition)
Employment Type:	Ongoing, subject to performance and funding availability
Location:	Tae Rak Aquaculture Centre – Vaughans Rd, Lake Condah or any other properties as requested.
Reports to:	General Manager

ABOUT BBCLT

The Gunditj Mirring Traditional Owners Aboriginal Corporation RNTBC (GMTOAC) was established by the Gunditjmara in 2005 asserting our Sovereignty to continue our connection to care for and protect Gunditjmara Country and to progress our rights and interests in our cultural identity, social justice, native title, cultural heritage, and land justice for our Gunditjmara Country.

Through GMTOAC, Gunditjmara ensure that our cultural obligations and responsibilities which arise from Gunditjmara Country and under Gunditjmara lore/law, custom and beliefs are upheld and recognised for the protection and benefit of our traditional lands and waters and for our respect to our Gunditjmara ancestors and for our Elders.

The UNESCO World Heritage listing of the Budj Bim Cultural Landscape in July 2019 has consolidated opportunities at GMTOAC. Alongside GMTOAC's successful and innovative programs and projects, the Budj Bim World Heritage listing elevates an already unique work experience on Gunditjmara country to global recognition and responsibilities. The Budj Bim Cultural Landscape is a unique place with universal heritage values that demonstrate how Gunditjmara people worked with the natural resources and environment of the Victorian Southwest region to establish a permanent place of human society over the past 30,000 years and beyond. With the increased exposure of this World Heritage site, it has allowed GMTOAC to greatly expand over the past two years with future growth, opportunities, and expansion to rapidly increase within the next few years.

Gunditj Mirring Services Pty Ltd (GMSPL) was formed in 2021 as a subsidiary company under GMTOAC and trading as Budj Bim Cultural Landscape Tourism (BBCLT) to allow commercial tourism to start as its own entity showcasing the world heritage listed sites.

This position is a Secondment from GMTOAC to GMSPL.

POSITION SUMMARY

The Operations Manager is responsible for overseeing all operations of the Tae Rak Aquaculture Centre, and BBCLT.

The successful applicant will be able to demonstrate previous leadership experience in the tourism and/or hospitality sector, be able to lead, support and empower staff, show a genuine interest in food, beverage and tourism, and thrive on providing exceptional customer experience.

This exciting role is a hands-on position and includes weekends but generally no evenings. The Operations Manager is responsible for ensuring every visitor has a positive experience and that all staff are supported, recognised, and empowered to be at their best while at work.

Applicants must have strong organisational and time management skills as well as confidence in rostering, budgeting, forecasting, administration and reporting skills.

KEY RESPONSIBILITIES

Management

- Provide inspirational leadership for the organisation.
- Manage contracts with key stakeholders e.g. tour groups, wholesale operators, other operators.
- Obtain and maintain driver's Commercial Passenger Vehicle accreditation.
- Support supervisor to plan for daily activities including tours, meals and eventually, eel processing.
- Support supervisors with functions and special events.
- Provide monthly report on all activities against company targets.
- Oversee budgets/targets, reporting to GM, planning, and audit preparation.
- Be solutions focused with peers and direct reports.
- Ensure internal processes are adhered to and processed in a timely manner.
- Assist the General Manager to manage, grow and enhance the commercial tourism division for the Budj Bim Cultural Landscape Tourism and Tae Rak Aquaculture Centre.
- Build alliances and partnerships with key stakeholder organisations.
- A willingness to work with the Gunditjmara community.
- Actively drive on site sales, tour sales, food and beverage sales, and look for opportunities to further drive sales and revenue across Tae Rak Aquaculture Centre and its tourism operations.
- Assist, oversee, and maintain product and service quality standards by conducting ongoing evaluations and investigating complaints. Initiate corrective action where appropriate.
- Use measurement tools to monitor guest feedback and service levels and act on individual complaints as required, such as social media and Trip Advisor.
- Take a positive approach to all feedback within your area of responsibility.
- Assist and /or attend, and where necessary undertake site inspections for prospective clients.
- Assist the General Manager in the development and implementation of the Strategic, Operational and Business Plans.
- Assist the General Manager with future funding, grant, and relevant project management in growth areas for the company.
- Liaise with the Facilities Manager to ensure all facilities are compliant and meet best practice working order and compliant with all required Emergency Management Systems requirements.
- Manage Budj Bim Cultural Landscape Tourism operations including the recruitment, supervision and performance management of all staff plus including rostering /payroll.
- Support, manage and mentor the direct reporting staff to enhance their development and leadership skills.
- Adopt and drive practices and strategies to meet budget and forecast targets.
- Manage the overall OHS requirements for the activities including managing incident reports and liaising with the OHS Manager on risk assessments for the organisation.
- Assess training or other educational needs and requirements of staff and advise accordingly
- Meet all industry compliance regulations, legislation, standards and guidelines.
- Attend events and actively promote Budj Bim Cultural Landscape Tourism and its products.
- Manage the company fleet including cleanliness of vehicles, vehicle safety checks and servicing

of fleet vehicles.

- Compile and review Operations Manuals and internal training resources to support operational staff.

Generic

- Maintain up to date product knowledge of the Tae Rak Aquaculture Centre, Budj Bim Cultural Landscape sites, and related activities.
- Resolve visitor complaints to the visitor's satisfaction within your level of authority or escalate as needed.
- Represent Budj Bim Cultural Landscape Tourism in a positive and professional manner at all times.
- Demonstrate your ability and willingness to work for and with team members at all times.
- Maintain excellent grooming, personal hygiene and ensure presentation standards meet the company expectations at all times. This includes a clean and tidy uniform.
- Familiarise yourself with company philosophy, values, background and history.
- Maintain the privacy of all company, visitor and employee information.
- Ensure that all Workplace Health and Safety requirements for the company are adhered to
- Report any workplace hazards to the General Manager.
- Support the company in its endeavor to provide a safe workplace and be responsible for an appropriate outcome.
- Ensure that all policies are adhered to within Budj Bim Cultural Landscape Tourism .
- Abide by reasonable instructions, company policies, regulations and common law.
- Any other duties required by the General Manager or Authorised personnel.

These key responsibilities and performance standards may be modified from time to time to ensure that the desired project outcomes are achieved.

Employee Risk Management Responsibilities (including OH&S)

The following items are the duties of each employee:

- To take reasonable care for their own safety and the safety of others affected by their acts or omissions.
 - To co-operate with their employer in relation to any action taken to comply with the OH&S Act.
 - Not willfully or recklessly interfere with or misuse anything provided in the interest of health and safety.
 - Identify risk and be able to manage and escalate issues.
 - Not willfully place at risk the health and safety of any person at the workplace.
 - Report on all safety hazards and risk exposures, including losses to the General Manager.
 - Maintain physical security of all property, equipment and buildings within your jurisdiction and control.
 - All staff are required to actively reduce BBCLT's exposure to losses related to security, public liability and professional indemnity and reporting areas of concern.
 - Correctly use and wear any personal protective gear/equipment at all times.
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KEY SELECTION CRITERIA

The key selection criteria specified below outline the capabilities required for the position.

Specialist/Technical Expertise

- An awareness and understanding of the impact of colonisation, and the historical and current issues affecting Gunditjmara and Country; as well as the broader Australian Aboriginal and Torres Islander community and their relationships with the broader Australian society in order to communicate effectively and sensitively with Gunditjmara and other stakeholders.
- An understanding of GMTOAC & GMSPL, its operations, and activities.

Education & Experience

- Experience in management or executive leadership experience in a community, cultural, tourism or hospitality field.

- Experience working in a commercial setting with Aboriginal and Torres Strait Islander (preferred) or culturally and linguistically diverse communities.
- Qualification in a relevant discipline such as Tourism, Hospitality, Business or Commerce and /or Project Management is highly recommended.

Knowledge and Skills

- Demonstrate strong leadership skills and the ability to contribute to and negotiate organisational decision making.
- Demonstrated experience in development and implementation of Strategic and Business Plans.
- Excellent communication across all areas with the ability to maintain relationships with stakeholders at all levels of the organisation.
- Demonstrated ability to prepare well-written, and audience-appropriate communications and reports.
- Exceptionally strong time management and organisational skills with the ability to balance and prioritise competing needs.
- Has highly developed computer skills including MS Office, Outlook, Rezdy or BookEzy (preferred) and good understanding of social media applications.
- Knowledge of quality management systems.
- Competent financial understanding and cost management skills.
- Have experience in handling emergency situations and providing solutions.
- Ability to work under pressure while maintaining a positive outlook and professional manner.
- Flexible approach and attitude.
- Take initiative and can deal with complex issues, schedule own work, exercise judgement and work under limited direction.
- Has the ability to support program/project implementation and delivery.
- Strong understanding of OH&S/WH&S policies and procedures and actively contributes to a safe and respectful workplace.

Professional Attributes

The Operations Manager will be expected to perform their duties with high standards of honesty, respect, and integrity and in line with the organisations Code of Conduct. They will maintain a positive attitude and be a self-starter who can work well independently and as part of a team.

Conditions of Employment

- Must have a Victorian Drivers Licence and the ability to apply for Light Rigid Vehicle License and a Commercial Passenger Vehicle Accreditation.
- Ability to obtain a positive National Police and Working with Children Check.

GMSPL is an equal opportunity employer – If you believe you may be unable to achieve a positive check result, we have the ability to review your results and act with discretion. This allows us to employ staff only if we consider the outcome of this record will not have any negative impact to GMSPL operations or reputation, or the role the staff member is completing.

Eligibility

- Appointments are subject to satisfactory completion of relevant screening checks.
- This is not an identified position; but Aboriginal and/or Torres Strait Islander people are encouraged to apply.

Acknowledgement

I have read and understand the requirements of the role, responsibilities and accountabilities as outlined within this Position Description. I also accept that as part of my development and in the course of the position evolving within the business, the position description may be updated on an ad hoc basis.

Applicants must submit a CV and a cover letter (maximum 2 pages) detailing their suitability for

the role, specifically addressing the Key Selection Criteria or main responsibilities of the position.

This position will close on 12 April 2026.

SIGNED

Employee's name

Employee's signature

Date

General Manager's signature

Date