



APS 3 Assistant Hostel Manager

Nhulunbuy Hostel, Darwin NT

AHL's purpose is to provide culturally safe, fit-for-purpose, affordable accommodation for First Nations people who need to be away from home to access employment opportunities, health, education and other essential services.

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.

AHL is looking for an experienced individual to join AHL in a fast paced, operational environment. Reporting to an Operations Manager, the Assistant Hostel Manager role is a critical position, overseeing the operations of a hostel to ensure appropriate and efficient services are delivered to our residents, as well providing supervision support to staff.

Reference:	VN4523
Job Title:	Assistant Hostel Manager
Classification:	APS Level 3.7
Job Type:	Ongoing and/or Non-Ongoing Note: Non-ongoing opportunities may be offered for up to 18 months initially with the possibility of an extension and to establish a Merit Pool to fill any future vacancies that may arise.
Hours:	Full-time, 75 hours per fortnight. Work pattern is attached.
Salary:	\$59,814 - \$59,903 pa plus 15.4% superannuation
Benefits:	<ul style="list-style-type: none"> • Salary packaging - Regular salary packaging options for vehicles, superannuation and laptops etc. PLUS, ability to salary sacrifice \$15,900 per Fringe Benefit Tax year for rent, mortgage or general living expenses. This benefit reduces taxable income, increasing fortnightly take-home pay. This benefit is not ordinarily available in other APS agencies. • Shift Penalties - Generous shift penalties apply for weekends and public holidays. • District Allowance - \$3,685 pa without dependants or \$6,497 pa with dependants
For Hostel information go to:	Nhulunbuy Hostel Aboriginal Hostels Limited (ahl.gov.au)
Position Contact:	NT Operations Manager – 0477 738 844
Closing Date	11:59PM AEDT on 22 March 2023

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 guest 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 Operations Manager and Director Frontline Service 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 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	<ul style="list-style-type: none"> • 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:

1	In-depth understanding of Aboriginal and Torres Strait Islander cultures and issues affecting First Nations peoples.
2	Demonstrated ability to support outcomes for First Nations peoples and the demonstrated ability to communicate sensitively and effectively with First Nations peoples.
4	<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.
5	<ul style="list-style-type: none"> • To be successful in these roles 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.
6	<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.
Essential Qualifications and Training (or ability to obtain in the first six months of employment)	<ul style="list-style-type: none"> • First Aid Certificate • Emergency Warden Training • Food Safety Supervisor Certificate
Desirable Qualifications/Experience	<p>The following qualifications will be highly regarded:</p> <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 applicants with these qualities.



Recruitment Initiatives

This is an **Identified Position** and Indigenous jobseekers are encouraged to apply, as well as non-Indigenous jobseekers with a demonstrated commitment to working with Aboriginal and Torres Strait Islander peoples. 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, **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:

[RecruitAbility | Australian Public Service Commission \(apsc.gov.au\)](https://www.apsc.gov.au/recruitability)

Successful applicants will need to:

- 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 a Working with Children Check in the NT (prior to engagement)
- Hold a valid Driver Licence
- Hold or obtain the essential qualifications.
- Meet all probation period conditions.

How to apply

1. Complete the position **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 **Application Form** and **Resume** to applications@ahl.gov.au by 11:59PM AEDT on the closing date, **22 March 2023**.
3. Please include your name and the vacancy number (**VN4523**) in the subject of your email.

Aboriginal Hostels Limited | Work Pattern

Position	Assistant Hostel Manager						Position Number	2041		Work Pattern	2041		
Location	Nhulunbuy Hostel (2004)												
DAY	Working Hours								Shift Penalties				
	On	Off	On	Off	On	Off	On	Off	Total	30%	50%		
Thursday	7:00	12:00	13:00	15:30					1	7.5000			
Friday									2	0.0000			
Saturday									3	0.0000			
Sunday									4	0.0000			
Monday									5	0.0000			
Tuesday	13:00	17:00	18:00	21:30					6	7.5000			
Wednesday	7:00	12:00	13:00	15:30					7	7.5000			
Thursday	12:00	16:00	17:00	20:30					8	7.5000			
Friday	7:00	10:00	11:30	13:00	15:30	18:30			9	7.5000			
Saturday	7:00	10:00	11:30	13:00	15:30	18:30			10	7.5000		7.50	
Sunday	7:00	10:00	11:30	13:00	15:30	18:30			11	7.5000		7.50	
Monday	7:00	10:00	11:30	13:00	15:30	18:30			12	7.5000			
Tuesday	7:00	12:00	13:00	15:30					13	7.5000			
Wednesday	13:00	17:00	18:00	21:30					14	7.5000			
										75.0000	0.0000	15.0000	
Date of Effect	11-Jan-12		Hostel Manager Allowance										
Basic Hours	75.00		Annual Leave										
Shift Penalties 30%	NIL												
Shift Penalties 50%	15.00												