



## Vacancy Information

**Our purpose** is to provide safe, culturally appropriate and affordable accommodation for First Nations people who need to be away from home to access services and economic opportunities.

Across its network of hostels, dedicated Aboriginal Hostels Limited (AHL) staff provide accommodation and meals for residents in a supportive environment, assisted by local First Nations service providers and referral agencies.

**AHL also supports** the Australian Government's efforts to improve economic outcomes for First Nations people. By purchasing goods and services from First Nations businesses at every opportunity, we help support a more inclusive economy. We are proud to be one of the largest employers of First Nations people in the Australian Public Service, First Nations employees make up approximately 50% of our workforce.

**AHL is seeking experienced accommodation Assistant Hostel Manager** with a strong focus on customer service. Our Assistant Hostel Managers work closely with local stakeholders to support First Nations people into our hostels and ensure residents are connected with the services they require during their stay.

Your role is to ensure hostel occupancy is high and service to residents is exceptional. You will be a hands-on manager, working closely with the small hostel team to provide three meals a day and ensuring the facility is clean, safe and welcoming. You will be a perfectionist, ensuring all hostel operations are meeting standards in line with guidelines and policies and continually developing your team to improve our service offering. You will be reporting to an Operations Management Team and will provide regular reports on hostel operations to the Operations Management Team and to AHL's National Office business areas as required.

<b>Job Reference</b>	VN0766644
<b>Classification</b>	APS Level 4
<b>Job Title</b>	Assistant Hostel Manager
<b>Employment Type</b>	<p>Casual (Irregular and intermittent work)</p> <p>Shifts will generally cover a 7am to 7pm day and you will be required to provide coverage at all Alice Springs Hostels.</p> <p>We are also looking to establish a Merit Pool to fill any future vacancies that may arise.</p>



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<b>Salary</b>	\$75,022 - \$81,775 per annum (Casual employees are paid on a hourly rate).
<b>Benefits</b>	<ul style="list-style-type: none"><li>• 15.4% superannuation</li><li>• Generous shift penalties apply for work after hours, weekends and public holidays</li><li>• Remote locality allowance</li><li>• Career Growth: Opportunities for career progression within the organisation</li></ul>
<b>Location</b>	Alice Springs Hostels, NT  <a href="#">Alyerre Hostel   Aboriginal Hostels Limited</a>  <a href="#">Apmere Mwerre Visitors Park   Aboriginal Hostels Limited</a>  <a href="#">Ayiparinya Hostel   Aboriginal Hostels Limited</a>
<b>Contact Officer</b>	Jesyjames Carr – 0448 061 407

## Position Description

Primary Role	Under the direction of the Hostel Manager, manage the day-to-day operations of the hostel in accordance with AHL policy, procedure, the Australian Public Service (APS) Code of Conduct and relevant APS legislation.
Leadership and Accountability	<ul style="list-style-type: none"> <li>Be accountable for hostel operations and make independent decisions based on AHL policies and guidelines.</li> <li>Support hostel teams in achieving AHL's goals by providing clear direction and guidance on work expectations and deliverables.</li> <li>Make effective use of individual and team capabilities and delegate according to daily priorities.</li> <li>Interpret hostel operational documents for the team to ensure all team members are aware of policies and adhere to these.</li> </ul> <p>Regularly report to the Operations Management Team and National Office.</p>
Job Context and Environment	<ul style="list-style-type: none"> <li>Support AHL's vision to improve the quality of life and economic opportunities for First Nations People by providing safe, culturally appropriate and affordable accommodation. Communicate and promote AHL's vision to the hostel team and communicate how each role contributes to AHL's vision.</li> <li>Understand and apply AHL delegations and broader APS guidelines and principles.</li> </ul>
Stakeholder Engagement	<ul style="list-style-type: none"> <li>Liaise with internal and external stakeholders to support resident access to services and resources which foster health, well-being and independent living.</li> <li>Implement hostel occupancy strategies.</li> <li>Liaise with internal and external stakeholders to ensure guest needs are attended to in an efficient and professional manner.</li> </ul>
Service Delivery	<ul style="list-style-type: none"> <li>Create a culture of excellent customer service at the hostel.</li> <li>Ensure guests feel welcome, culturally safe and comfortable at all times.</li> <li>Address customer concerns promptly in accordance with AHL Customer Feedback Guidelines.</li> <li>Provide accurate, up-to-date and practical information to guests.</li> <li>Provide a healthy meal service to residents with consideration of health requirements and ensuring the meal service adheres to the agreed menu plans.</li> <li>Manage resident behavioural issues in line with AHL policies.</li> <li>Support celebrations/events for days of significance for First Nations people including NAIDOC Week.</li> <li>Engage with local Aboriginal or Torres Strait Islander organisations to support cultural activities and understanding at the hostel.</li> </ul>
Hostel Operations	<ul style="list-style-type: none"> <li>Deliver services in accordance with AHL's Operations Handbook.</li> <li>Ensure correct RMS tariff receipt and deposit of payments. Ensure all guest reservations and bookings are up-to-date and accurate using AHL's Reservation Management System (RMS).</li> <li>Ensure timesheets are completed daily and are accurate.</li> <li>Where required, assisting with general cleaning, housekeeping, food preparation/serving and kitchenhand duties.</li> <li>Provide handovers at the beginning and end of shift, to maintain consistent hostel operations and supportive customer service.</li> </ul>

	<ul style="list-style-type: none"> <li>• Regularly inspect the facility and escalate facility management issues in line with operational requirements.</li> <li>• Ensure food safety plans are adhered to through regular monitoring of food safety sheets and training of kitchen staff.</li> <li>• Manage the Salto Door Access system including ensuring appropriate use of staff and resident cards.</li> <li>• Maintain discretion and privacy of resident and staff information.</li> <li>• Adhere to AHL's Child Protection Framework (available on AHL website).</li> </ul>
Staff Management	<ul style="list-style-type: none"> <li>• Provide management, support and leadership to all hostel staff.</li> <li>• Support recruitment processes in line with APS Recruitment policies.</li> <li>• Provide regular feedback to staff and provide development and training where needed.</li> <li>• Ensure all contractors undertake site induction.</li> </ul>
Professional Service & Community Engagement	<p>At all times perform with integrity and professionalism, which includes:</p> <ul style="list-style-type: none"> <li>• Create productive working relationships with stakeholders, suppliers and staff.</li> <li>• Attend work on time and in accordance with approved work patterns.</li> <li>• Resolve resident issues promptly to create a positive, culturally appropriate experience and quality stay for residents.</li> <li>• Show respect for all residents and the diversity of residents' personal situations.</li> </ul>
Work, Health & Safety (WHS) Property Maintenance	<p>Adhere to Work Health and Safety (WHS) practices, including:</p> <ul style="list-style-type: none"> <li>• Uphold AHL's commitment to safety of its staff and residents.</li> <li>• Ensure workplace hazards and WHS issues are reported promptly, including injury or illness.</li> <li>• Ensure the correct reporting of unsafe, hazardous or emergency situations using AHL's Hazard and Incident Reporting procedures.</li> <li>• Use equipment or substances in a safe and appropriate manner.</li> <li>• Report of all property maintenance requirements.</li> <li>• Perform the duties of First Aid Officer and Emergency and Fire Warden.</li> </ul>
Other	Other duties as directed.
<p><i>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. You will be located at the work location as specified in your employment contract, however, you may be required to perform your duties or other duties at alternate locations, as directed for operational requirements.</i></p>	

## Skills and Experience required

<p>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 work health and safety.</p>	
<p>The successful applicant will demonstrate:</p>	
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.
3	Proven ability to manage a high performing team including supporting individual development of team members and supporting effective performance.
4	Experience in providing accommodation and meal services and an understanding of the policies and procedures needed to support effective delivery of these services.
5	Ability to prepare reports and escalate issues including in regard to WHS, Child Protection, facilities management and resident behaviour.
6	Ability to effectively manage budgets including the ability to drive tariff income and manage cost effective food services and facility management practices.
7	Excellent stakeholder engagement skills that will support services for First Nations people.
Qualifications and Training	First Aid Certificate; Emergency Warden Training; Food Safety Supervisor Certificate (or ability to obtain these qualifications in the first six months of employment). Training is provided by AHL where required.
Fitness for Work	You will need to be in good physical health. Hostel Managers will be required to walk, lift and carry, work a flexible schedule, and must be able to move continuously during working hours.

## 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, the **RecruitAbility** scheme applies to this vacancy. Under the RecruitAbility you will be invited to participate in further assessment activity for the vacancy if you choose to apply under RecruitAbility; declare you have a disability; and meet the minimum requirements for the position. For more information on the RecruitAbility scheme please follow this link: [APSC Recruitability scheme guide applicants](#).

## Eligibility

Prior to engagement, you will be required to:

- provide evidence of Australian Citizenship;
- undergo a satisfactory National Criminal History Check;
- meet Fitness for duty requirements;
- hold and maintain a Working with children check in NT; and
- hold or obtain relevant qualifications.

## How to apply

- Complete the **Application Form** available on our website [Work with us | Aboriginal Hostels Limited](#)
- Email your current Resume and completed Application Form to [jobs@ahl.gov.au](mailto:jobs@ahl.gov.au) by 11:59pm AEDT on **Sunday 22 February 2026**.
- Please include your name and the job reference (**VN-0766644**) in the subject of your email.