



Job Description

Allrounder

Roles: Allrounder/House Keeping/Café/Reception Cover

Working Hours: 8 hours per day between 6.00am – 8:00pm 5 days a week, with 1 hour off per day for lunch break. Weekend work is included.

Rosters: Set fortnightly rosters are in place. Time off negotiated between same skilled staff members and approve by management. During the school holidays hours may increase if there is need and you are wanting extra hours.

Wage Summary: Fixed full time short-term contract

- Hospitality Award guest services 2, including weekend and public holiday penalty rates.
- Superannuation
- Accrued paid sick leave and holiday pay.
- Comfortable staff accommodation – own bedroom, shared laundry, bathroom, kitchen, and common area.
- Utilities included power, water, gas and WIFI.
- Meal at the café if you are rostered on, 1 coffee a day and 50% off other purchases from the café.

Report to: Operations Managers

Dress Code: Wooramel shirts are supplied while working in the park & reception. Staff to wear tidy and clean clothing and closed in shoes. NO gym wear. Denim or dark shorts and jeans preferred.

The Business

Wooramel River Retreat

Positioned 1.2km off an isolated stretch of the northwest coastal highway (120kms south of Carnarvon, 350 kms north of Geraldton and 200kms from Denham) the Wooramel River Retreat (WRR) offers travellers short term respite and an outback accommodation experience surrounded by nature. Our guests are caravan and camping tourists who are travelling to and from the North West's major tourist destinations.

Wooramel is all about creating an authentic outback Australian experience for our guests whether they be warm friendly interactions with our happy staff, relaxing in the warm waters at the artesian baths, meeting fellow travellers or close encounters with the natural environment both fauna and flora. Wooramel is not just a caravan park it's more personal like inviting family and friends to your home we have opened ours and invite our guests to enjoy the amazing place we are lucky to live in. We are great company, our food is home cooked and prepared with a lot of love, we encourage nights around the fire and relaxing in the beauty of the northwest.

To achieve this, we foster a family environment within our team, all 16-20 staff members live and work together on the station, they are made up of Australians and oversea's backpackers ageing from 20 – 50 years of age. Below is a list of skills that embody the qualities we seek to help foster a

positive, fun, and productive work environment to bring coworkers together to form lifelong friendships and foster the vision we have At Wooramel River Retreat for both our staff and guests.

Position Summary:

The all-rounder positions a play a crucial role in maintaining a clean, safe, and welcoming environment for guests. We require an energetic, flexible person who has a keen eye for detail and is efficient working independently or as part of a cohesive team. As an all-rounder you will be rostered on in different areas between cleaning the accommodation, working in the café, reception or a bit of gardening. The role can be physically demanding and challenging, you will learn a lot of new skills as part of our small but very productive team.

Responsibilities:

Cleaning Duties (mornings)

- 4 x eco cabin tents cleaned and laundered.
- 8 x group tents + camp kitchen cleaned and laundered.
- 8 x rooms and shared kitchen facilities in the 4 quarters accommodation cleaned and laundered and maintained.
- 4 x ablution blocks need to be cleaned daily.
- Cleaning of the Café when required.
- Laundry kept clean, tidy and the organized system kept in place.
- Camp oven and camper hampers kept cleaned and stocked.
- Packing bags of wood to have for sale at Reception.
- Other duties as required.

** generally, 3-4 cleaners rostered on. During peak periods extra staff will be hired to assist with the cleaning.

Reception duties (afternoons)

- Greeting and checking in customers using online booking system and taking payment.
- Showing guests through the park map, providing directions, and answering their questions.
- Assist with answering phone calls and emails when busy.
- Keep reception clean and tidy.
- Ensure adequate inventory i.e. wood bags are on hand.

Café Duties

- Coffee making.
- Bar service.
- Serving meals, taking orders.
- Cleaning and helping with food prep.

Gardening and Allrounder Duties

- Some assistance may be needed from time to time with lawns and garden bed watering (sprinklers and reticulation).
- General grounds keeping.
- Cleaning of the four artesian spas.
- Daily bin runs.
- Building improvements, painting or oiling furniture. etc

General Duties

- Ensure the health, safety and welfare of all staff and guests through effective awareness and reporting of hazards, enforcement of park rules and regulations, and appropriate responsiveness to incidents including escalation to management where appropriate.
- Provide regular reporting to management ensuring they are appropriately informed about day-to-day operational matters as well as future anticipated opportunities and risks.

Qualifications & Skills

Essential Skills and Attributes:

- Hold a WA RSA or be willing to attain one
- Strong work ethic with a positive, can-do attitude
- Excellent attention to detail and pride in maintaining high cleanliness standards
- Reliable, punctual, and self-motivated
- Flexible and willing to assist in multiple areas including housekeeping, café, reception, and general maintenance
- Physically fit and able to handle a variety of hands-on, active tasks
- Friendly and approachable with great communication and customer service skills
- Ability to work both independently and collaboratively within a small team
- Comfortable living and working in a remote, communal environment
- Strong time management and organisational skills
- Willingness to learn and adapt to new roles and procedures as needed

Desirable Experience:

- Previous experience in hospitality, tourism, or cleaning roles
- Barista, café, or bar service experience
- Reception or customer service experience (preferably using booking systems)
- Basic gardening, maintenance, or handyman skills
- Understanding of workplace health and safety practices

Wooramel River Retreat's – rules of engagement

You need to know them, believe in them and play by them.

1. Outback Friendly Hospitality

We are warm, genuine, and welcoming. 'We are happy and smiling, we take the time to listen and help when and where you can.

2. Above Expectations

It's in the detail - meeting or exceeding customer expectations often depends on attending to the finer points or personalized details of products and services. We are not 5 star in terms of accommodation but we are authentic, a little quirky and in a beautiful location. The systems and procedures are in place so we can consistently give our guests a very clean, comfortable experience that is above their expectations.

3. Teamwork

When you are at work you need to stay 100% focused on the team goals as well as your own. Contribute in a fair and even way everyday without being asked with all tasks and acknowledge that what may seem like a minor job plays a big role in achieving the overall experience for our guests. Every action has a reaction – consider all possible reactions affecting your team members before choosing an action.

4. Honesty, Integrity and Respect

This goes for the equipment and people. Show others and the equipment the respect you would like in return. Speak truthfully and fairly and openly with team members and guests.

5. Look, listen and think before you take action

We encourage independent thinkers that can see and do, who are capable and willing to learn new skills. But before each job please ask questions or for training, look and listen around you for any dangers or things that do not look right, think about what could happen before you start the job.

6. Have fun and enjoy the adventure

This is not just a job it is a life experience. Station life is a big change for most of you, not many people ever get to experience living in isolation on an outback station, it comes with challenges and uncertainties, but it is an amazing place to learn about yourself and what you are capable of. Take up the challenge enjoy the people and the place live a big life and enjoy the adventure. It will be a lot of fun and you'll make a lot of great memories.