



POSITION DESCRIPTION

Caravan Park Manager Couple

Wooramel River Retreat | 2027 Season

Position Title:	Caravan Park Manager Couple
Reports To:	The Station Owners
Position Type:	Live-in management couple, 2027 season
Working Hours:	Hours vary across Monday - Sunday 7am to 8pm, average 40 hours per week
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.

PACKAGE SUMMARY

- Full-time salaried positions (February to December 2027) plus superannuation
- Cash bonus based on performance
- Accommodation, utilities and WiFi included, staff discount at the café

ROLE SUMMARY

Wooramel River Retreat is seeking an experienced management couple to take on the day-to-day running of our caravan park and accommodation operation for the 2027 season, reporting directly to the station owners. Working together as a two-person team, one partner will focus on the practical, hands-on running and presentation of the park, while the other provides supervisory leadership across the guest-facing teams and is responsible for staffing across the park.

HOW THE ROLE IS DIVIDED

While you'll work closely together as a team, responsibilities are generally divided across two key areas:

1. Grounds & Maintenance

One member of the couple will generally take the lead across the practical operation, maintenance and presentation of the park, including:

- Overseeing the grounds, gardens and overall presentation of the property.
- Coordinating preventative and reactive maintenance, and keeping maintenance logs up to date.
- Completing general repairs and hands-on maintenance where appropriate.
- Maintaining accommodation, amenities, sites and common areas to Wooramel River Retreat standards.
- Managing gardening, reticulation and grounds upkeep.
- Monitoring plant, equipment and park infrastructure.
- Coordinating and supervising contractors and trades.

- Maintaining appropriate workplace health and safety standards, including hazard identification and reporting.
- Identifying maintenance priorities and managing works within operational requirements.
- Assisting guests with practical or site-related enquiries.
- Supporting the wider park team wherever required during busy periods.

A practical, organised person who enjoys problem-solving, working outdoors and taking pride in the presentation of the property will suit this side of the role.

2. Team Leadership & Admin

The other member of the couple will take a less hands-on, more supervisory role — overseeing the reception, housekeeping and café teams, and taking responsibility for recruiting, onboarding and managing all park staff. This includes:

- Overseeing reception, reservations, check-ins and check-outs, and reviewing booking and payment accuracy.
- Supervising and supporting the reception, housekeeping and café teams.
- Coordinating housekeeping schedules and accommodation turnaround.
- Overseeing café operations, service standards and stock control.
- Ensuring cabins, amenities and guest areas are maintained to Wooramel River Retreat standards.
- Recruiting, onboarding and managing all park staff.
- Overseeing staff rosters and day-to-day coordination across all teams.
- Ensuring staff are trained and working in line with Wooramel River Retreat's standard operating procedures.
- Responding to escalated guest enquiries and resolving day-to-day issues referred by the team.
- Maintaining accurate staffing and guest service records, and completing required reporting.
- Monitoring guest feedback across reception, housekeeping and café, and identifying opportunities to improve the guest experience.
- Overseeing general office administration.

Strong leadership, people skills, attention to detail and confidence using computer-based systems will be important in this part of the role.

WORKING TOGETHER

Although responsibilities are divided, successful park management is very much a team effort. Together, you'll be responsible for:

- Leading, supporting and developing the on-site park team.
- Delivering a welcoming and memorable guest experience true to Wooramel River Retreat's standards.
- Managing the overall day-to-day operation of the caravan park and accommodation areas.
- Maintaining high standards of presentation, safety and compliance.
- Acting as the first point of contact for on-site guest and staff matters, escalating to the station owners where required.
- Working within budget and cost-control guidelines set by the station owners.
- Responding calmly and practically when priorities change, including in a remote, station-based setting.
- Building positive relationships with guests, staff, contractors and the local community.
- Working closely with the station owners and the wider Wooramel River Retreat team.

We're not looking for two people with identical skills. Complementary strengths are exactly what we're looking for.

REQUIREMENTS & QUALIFICATIONS

Essential

- Previous management or supervisory experience.
- Strong people leadership skills.
- Excellent customer service and communication.
- Practical maintenance and property-management capability.
- Experience overseeing reception, reservations and administration.
- Experience recruiting, onboarding and managing hospitality or accommodation teams.
- Experience supervising housekeeping, café or accommodation operations.
- Confidence managing staff rosters and competing priorities.
- Sound commercial judgement.
- A good understanding of workplace health and safety.
- Confidence using computer-based systems, including booking and point-of-sale systems.
- The ability to remain organised and composed during busy periods.
- Adaptability and a practical, problem-solving mindset suited to a remote, station-based environment.
- A genuine hands-on attitude and willingness to work alongside your team.

Desirable

- Previous caravan park management experience.
- Experience living and working in a remote location.

SUCCESS MEASURES

- **Guest Experience:** Guests consistently receive a welcoming, memorable stay true to Wooramel River Retreat's standards.
- **Team Performance:** The on-site park team is well-trained, well-coordinated and working to Wooramel River Retreat's standard operating procedures.
- **Presentation & Maintenance:** Grounds, accommodation, amenities and common areas are consistently maintained to Wooramel River Retreat standards, with maintenance logs kept up to date.
- **Issue Resolution:** Guest and staff matters are handled calmly and promptly, with appropriate matters escalated to the station owners.
- **Budget & Compliance:** The park operates within budget and cost-control guidelines, maintaining high standards of safety and compliance.

WOORAMEL VALUES – OUR RULES OF ENGAGEMENT

- **Outback Friendly Hospitality:** Warm, genuine, and grounded service.
- **Above Expectations:** Attention to detail and consistent cleanliness.
- **Teamwork:** Support each other and contribute without being asked.
- **Honesty, Integrity & Respect:** For people, equipment, and the natural environment.
- **Think Before You Act:** Be aware, ask questions, and stay safe.
- **Enjoy the Adventure:** Embrace station life and make the most of the unique experience.