



Job Description Form

Position Details

Position Title: Parks and Visitor Services Coordinator	Position Number: DBCA3019208	Level: Level 5 or 6
Division: Regional and Fire Management Services	Branch: South West Region	Section: Wellington District
Employment Agreement: PSA 1992, PSCA 2024, CSA Fire Services Provisions Agreement 2015	Location: Collie	Effective Date: 10 April 2025

Our Values

Our values drive the way we make decisions, interact with each other, and work together to achieve results.

Integrity



Commitment to knowing and doing what is right

Collaboration



Commitment to team, partnership and the support of others

Accountability



Commitment to being transparent, taking ownership and personal responsibility

Respect



Commitment to the respect of people, culture and place

Excellence



Commitment to quality, innovation and continuous improvement

Reporting Relationships

Position Title	Level/Grade		Position title	Level/Grade
District Manager	Level 6 or 7	⇐	District Fire Coordinator	Level 5
			Senior Operations Officer	Level 5
			District Coordinator Conservation	Level 5
			District Sustainable Forest Management Coordinator	Level 5
			Finance and Administration Officer	Level 3
Responsible to				
This position				

Officers under direct responsibility

Position Title	Level/Grade	Approx. no. FTEs supervised
Operations Officer	Level 4	1
Operations Officer	Level 3	Nil
Senior Ranger Compliance	Grade 3	Nil

About the Role

Under the limited (Level 5) or minimal (Level 6) direction of the District Manager:

- Coordinates the parks and visitor services program within the Wellington district ensuring high quality outcomes are produced in a cost-effective manner and according to the department's management policies, practices and guidelines.
- Responsible for driving management planning, community liaison, program budgets, business plans, marketing, capital works programs and managing staff within the parks and visitor services program.
- Actively seeks alternative resourcing through partnerships and other opportunities.

Individuals undertake their duties and responsibilities in accordance with the department's [Code of Conduct](#), policies and procedures, and relevant Government legislation.

Responsibilities

Under the limited (Level 5) or minimal (Level 6) direction of the District Manager:

SERVICE MANAGEMENT (35%)

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1. Leads and co-ordinates the delivery of the parks and visitor services (PVS) service and activities in the Wellington district.
2. Assists the Regional Leader PVS to prepare PVS service operations plans to reflect departmental and Service objectives. Assists in the preparation, monitoring and management of the district PVS budget and associated business and marketing plans.
3. Provides leadership, supervision, and direction to district PVS staff. Facilitates effective teamwork and productivity in the implementation of works programs by encouraging cooperation, reviewing performance and providing feedback.
4. Coordinates and facilitates PVS training requirements for staff supervised on matters relating to the PVS program. Undertakes performance reviews of staff supervised.
5. Provides leadership and contributes to delivery of Aboriginal joint and cooperative management outcomes under the SWNTS in the district and ensures the departments obligations regarding cultural heritage values are managed.
6. Oversees and leads the management of commercial and non-commercial events and activities within departmental managed estate.

OPERATIONS (50%)

7. Prepares and implements an annual schedule of works in accordance with the district PVS operations plan. Ensures safe and effective work methods are used.
8. Assists in the coordination and preparation of project briefs, precinct plans, master plans, concept plans and detailed site plans in the district.
9. Coordinates and implements site maintenance and site development programs and ensures all works are integrated with area management plans and other district works programs. Develops specifications, manages contracts and provides supervision of contractors as required.
10. Provides field assistance and support to Rangers and Operations Officers as required
11. Reviews and provides advice to the District Manager on Visitor Risk Management for departmental lands in the district.
12. Identifies requirements for collecting visitor information statistics. Coordinates data collection programs and ensures compliance with the district's obligations for visitor and infrastructure databases (RATIS, VISTAT and RECDATA).
13. Identifies opportunities for volunteer projects, cooperative joint ventures, and grant applications at a district level.
14. Optimises revenue – raising opportunities and fee collection for the benefit of park user groups and stakeholders.
15. Liaises with the public, media, other government departments, local government, interest groups and landowners to ensure the effective delivery of departmental PVS Service objectives.
16. Develops and directs innovative recreation, interpretation / education and visitor activity programs and experiences for community development.
17. Participates in the coordination and control of emergency operations and fire management activities that contribute to bushfire suppression and prescribed burning operations commensurate with capability, capacity, training and level of experience. This commitment is expected to involve a minimum of 12 rostered weeks per annum.
18. Ensures all works are in accordance with the *Conservation and Land Management Act 1984*, *Biodiversity Conservation Act 2016* and the *Bush Fires Act 1954* and associated regulations, policy statements, relevant circulars, manuals, Instructions, management plans, interim guidelines, recovery plans, relevant to PVS activities.

OTHER DUTIES (15%)

19. Prepares reports, correspondence, briefing notes and ministerial reports dealing with the PVS Service as required by the District Manager.
20. Identifies and coordinates the application and administration of relevant grant applications
21. Provides information, advice and support to the District Manager and Regional Leader PVS in matters relating to the PVS Service.
22. Participates in emergency incident responses and rosters which may be related to bushfires, search and rescue, or wildlife, as appropriate and as directed by the District Manager.
23. Undertakes special projects and other duties, including emergency incident management, as directed by the Regional Leader, Parks and Visitor Services or Regional Manager. **(Level 6)**
24. Undertakes other duties as directed by the District Manager

Selection Criteria

Applicants should address the following four criteria. These should be addressed in no more than four pages in total.

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1. Demonstrated knowledge of and experience (**Level 5**) or considerable understanding and operational experience (**Level 6**) in parks and visitor services and natural resource management; including planning, implementing and managing project works, understanding the threats to conservation and wildlife values associated with park and visitor services work, knowledge of visitor risk management principles and practices. At **Level 6** experience in providing ecologically and economically sustainable recreational tourist facilities and quality experiences.
2. Evidence of high- level interpersonal skills and demonstrated (**Level 5**) or considerable (**Level 6**) experience in effective liaison and negotiation with at a senior level with other government departments, industry, stakeholders, Aboriginal groups, community interest groups, and the media.
3. Demonstrated experience in effective management and leadership of teams (**Level 5**) or considerable experience in high level leadership, supervisory, organisational, works programming and human resource management skills, including a demonstrated ability to promote staff development, deal with contentious issues and improve performance, empowering staff to achieve agreed outcomes (**Level 6**).
4. Demonstrated (**Level 5**) or considerable (**Level 6**) experience and competence in financial management and administration, and other management systems, including project management, contract management, risk management and information technology.

The following essential criteria will be assessed at some stage during the selection process. Desirable criteria will be assessed as required:

5. Highly developed oral and written communication skills, including an ability (**Level 5**) or demonstrated ability (**Level 6**) to analyse, resolve and respond to complex and detailed issues, and use computer software (including Word, Excel etc.) for report writing and data analysis.
6. Demonstrated ability and ongoing willingness and ability to participate in fire management activities that contribute to bushfire suppression and prescribed burning operations commensurate with capability, capacity, training and level of experience.
7. Understanding of work, health and safety, and equity and diversity principles and practices.
8. Tertiary qualification in a discipline relevant to natural land management, recreation or equivalent qualification. (**Desirable**)
9. Knowledge of visitor site design, construction and maintenance processes and principles relevant to protected natural areas. (**Level 6 Desirable**)
10. Understanding of the incident management system and be willing to fill the role of a District Fire Duty Officer or undertake training to become a competent District Fire Duty Officer. (**Desirable**)
11. A sound working knowledge of the *Conservation and Land Management Act 1984*, *Biodiversity Conservation Act 2016*, *Bush Fires Act 1954* and associated regulations, policies, management guidelines and relevant industrial Awards. (**Desirable**)
12. Knowledge (**Level 5**) or working knowledge (**Level 6**) of departmental databases such as VISTAT, RATIS and RECDATA (**Desirable**).

Behaviour Expectations [Leadership Expectations](#) provides a common understanding of the mindset and expected leadership behaviours for all public sector employees. The expected behaviour for this role is [Leading Others](#).

Other position-related information (only relevant ones will be populated)

Position Status - Permanent <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No FTE: 1 FTE
National Police Check <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No For more information refer to the department's guidelines on National Police checks .
Current WA Driver's Licence or equivalent (only specify yes if a drivers licence is required for appointment to the position) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Current 'C' Class Driver's Licence
Medical Assessment <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Working with Children <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If this position works with children, refer to http://www.checkwwc.wa.gov.au/checkwwc/WWC+Check/
Allowance and Special Conditions <input type="checkbox"/> District Allowance <input type="checkbox"/> Air Conditioning <input type="checkbox"/> Ranger Leave (Rangers only) <input type="checkbox"/> North West Leave <input type="checkbox"/> No Fixed Hours (Rangers only) <input checked="" type="checkbox"/> Other (Please specify) Fire Availability

Certification

Verified by: Recruitment and Establishment Section

Ch Brown Registered JDF
10 April 2025