



Position Description

Position Title:	Campground and Operations Officer
Tenure/Hours:	Permanent Part Time 30 hours per week. The ordinary weekly work pattern is Monday to Sunday each week. The role is required to provide operational coverage during all school holiday periods and Council's end-of-year shutdown period. On call for emergency operations
Position Summary:	This role is responsible for the operational direction and site-specific management of Dannevirke and Woodville campgrounds, including day-to-day visitor operations, site presentation, cleaning and maintenance coordination, compliance checks, issue escalation, and practical service delivery. The role also provides district-wide campground coordination and operator support for Carnival Park and Eketāhuna Motorcamp, working alongside the respective operators and Council teams to support consistent expectations, seasonal readiness, and approved service improvements. This role maintains accurate operational records and provides reporting on campground operations, customer feedback, asset condition and service performance to support planning, budgeting, renewal programmes and continuous improvement across Council's campground network.



DISTRICT VISION

Mā te whenua, mā te waiora tātou e ora ai hei hapori
ngangahau hei hapori honohono hoki.

We thrive together.
Vibrant, connected communities where our land and
waters are nurtured and our people flourish.

What you will do

- Deliver a welcoming, safe and positive visitor experience by responding professionally to enquiries, resolving routine issues and maintaining high presentation standards across campground facilities.
- Provide site-specific operational management of Dannevirke and Woodville campgrounds, including bookings, payments, visitor enquiries, customer feedback, check-in/check-out readiness, presentation standards, site information, cleaning and maintenance coordination, and practical visitor support.
- Maintain compliance with Council policies, site rules, health and safety requirements and relevant legislation, undertaking routine inspections and reporting hazards, incidents and compliance issues.
- Oversee and support site presentation, cleanliness, routine inspections, basic grounds care, minor maintenance observations, utility use, cabin and amenity readiness, and timely reporting of service or asset issues requiring Council or contractor attention.
- Maintain accurate operational records and provide regular reporting on occupancy, revenue, customer feedback, incidents, compliance, maintenance activities and operational trends.
- Use operational information, customer feedback and site observations to contribute to service improvements, renewal planning, fees and charges reviews and operational planning.
- Support asset stewardship by collecting and reporting asset condition observations, defect information, renewal needs, maintenance history, seasonal risks, compliance-related issues, utilisation trends, and development opportunities for campground buildings, cabins, utilities, grounds, accessways, and visitor facilities.
- Support district-wide campground coordination, operator support, and implementation support for approved improvement actions, working with Carnival Park and Eketāhuna Motorcamp operators and wider Council teams to support consistent expectations, timely issue escalation, seasonal readiness, and practical service improvements.

What you will bring

Required

This role requires the following knowledge, experience, qualifications, skills, and personal attributes.

- Strong communication, relationship management skills, problem solving, and decision making skills
- Strong organisational and time management skills, with the ability to work independently, manage competing priorities, and respond to changing circumstances.
- Experience managing or supporting campground, parks, recreation, facilities, tourism, or visitor accommodation operations.
- Experience in customer service, visitor accommodation or hospitality.
- Physically capable of undertaking the role and working outdoors in varying weather conditions.
- A valid NZ Driver's Licence
- Competent using computer, phone, booking, payment, records management, customer request, and reporting systems, with the ability to maintain accurate records and provide clear written updates to support campground operations and management decisions.
- Ability to work collaboratively with contractors and Council teams to resolve operational matters and maintain consistent service delivery.
- Demonstrated ability to work independently and use sound judgement to resolve day-to-day operational issues.

Desired

In addition to the required fields, there is also a number of competencies where an expert level of knowledge/experience is desired.

- Knowledgeable about camping, motorhomes, rural tourism, and community visitor facilities.
- Practical work experience such as building, engineering, plumbing, parks maintenance, facilities operations, hospitality, and tourism.
- Local authority experience or understanding of local government context and environment.
- Understanding of public service obligations, community affordability, service levels, asset stewardship, and the need for evidence-based recommendations to support Council decision-making.

Our Values

PONO

Integrity through transparency, trust and accountability

Integrity through standing up for what's right

Integrity through respect for our communities, environment and cultures



WHANAUNGATANGA

One team who unites behind a shared vision

One team who is respectful and considerate to all

One team who encourages each other to succeed and excel



WHANAKE

We will continue to evolve, adapting to our ever-changing environment

We will continue to evolve, steering our waka in the right direction

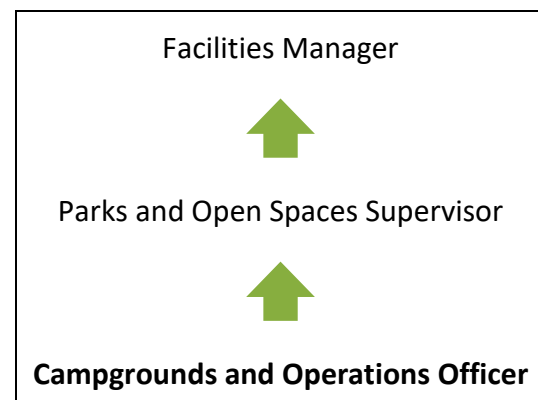
We will continue to evolve, leading our communities into a better future



What we all do

- Adhere to Council policies and procedures
- Demonstrate a proactive commitment to a safe working environment to meet the requirements as set under the Health and Safety in Work Act 2015.
- Uphold council partnerships with Rangitāne o Tamaki Nui-ā-Rua and Ngāti Kahungunu ki Tāmaki-nui-a-Rua, giving effect to the settlement acts and our memoranda of partnership, while actively growing understanding of te ao Māori, te reo Māori and tikanga Māori
- Act as an ambassador for our Council, living the council values
- Attend training as required to maintain the necessary skills to fulfil the requirements of the position
- Undertake Performance Development tasks/responsibilities as identified in your Performance Development Plan.
- Participate in and undertake emergency management duties as required, including training
- Ensure all Council documents are filed in Council's Records Management System
- Participate and contribute to continuous improvement initiatives

Your reporting lines



Additional Information

Delegations

Number of people reporting to the role	0
Financial delegation	\$5000
Contract delegation	0
Statutory delegation	Nil

Role Acceptance

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by the manager of the position. This Position Description will be reviewed as part of the preparation for performance planning and professional development for the annual cycle. A review in job size and possible impact on remuneration structure of the position will only be considered where the change of position is significant (guideline: significant would typically involve a 25% change in the complexity or accountability of the role.)

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Approved: (Manager/Supervisor)

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Date:

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Agreed: (Staff Member)

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Date: