

Role Description

(Supervisor/Team Leader)



Our purpose – Helping South Australians Conserve, Sustain and Prosper.

Role Title: Team Leader Commercial Services East	Division: National Parks and Public Land
Classification Level: ASO4	Branch/Unit: Park Operations and Community Partnerships, Kangaroo Island Region
CHRIS Position Number: P62896	Reports to (Title): Commercial Tourism Operations Manager

About the Agency – [Department for Environment and Water](#)

About the Role

The Team Leader, Commercial Services East manages the day-to-day operations of the Seal Bay and Cape Willoughby Commercial sites, encompassing the guiding experience and retail operations.

The Team Leader oversees a diverse team responsible for guided interpretative services, retail operations, and site presentation. The role focuses on driving commercial performance while ensuring conservation, heritage, and cultural values are protected and communicated effectively. With a strong emphasis on leadership, customer service, and site operations, the Team Leader fosters a collaborative, safe, and accountable workplace culture that aligns with DEW's values and strategic goals.

Key Role Outcomes

- Commercial activities for Seal Bay and Cape Willoughby are proactively and effectively managed, ensuring sustainable economic return to DEW through the achievement of revenue targets and the delivery of high-quality customer service.
- The visitor centres are professionally managed to support the safe, efficient and effective operation of the sites.
- Positive relationships are maintained with relevant DEW staff and external stakeholders including the South Australian Tourism Commission (SATC), Tourism Kangaroo Island (TKI), Commercial Tour Operators (CTO's) and business owners.
- Effective supervision and guidance is provided to team members and volunteers to ensure they are empowered, motivated and productive in collaboratively achieving the objectives and outcomes required.
- Seal Bay will be recognised for leadership in sustainable nature-based tourism where conservation values are upheld and showcased to the community.
- Cape Willoughby Light Station's heritage values are maintained and promoted through quality visitor experiences and staff engagement.
- Retail operations at both sites are effectively managed, ensuring stock levels, merchandising, and product selection support revenue growth, enhance visitor satisfaction, and reflect DEW's value.

Essential Criteria (including qualifications)

- Demonstrates an in-depth understanding of visitor management in protected area context and of all relevant aspects of nature-based tourism.

- Capability and competency in working effectively with a range of stakeholders is essential
- Knowledge of key relevant aspects of commercial and conservation services within a public sector context, including policies, processes and initiatives within South Australia.
- Demonstrated experience in the management of a commercial business
- Proven track record in effectively supervising a team, and the ability to foster a collaborative environment to achieve organisational goals.
- A current class “C” driver’s licence and willingness and ability to safely operate a 4wd is essential.

Desirable Criteria

- A tertiary qualification in Management, Environment Management, Business, Marketing or related disciplines is highly desirable.

Direct Reports

- Administration Officer, Seal Bay (1 x ASO2)
- Interpretive Officers (4 x GSE4 ongoing and approximately 15 x casuals)

Key Relationships/Interactions

- National Parks and Wildlife Manager, Kangaroo Island.
- Research and Operations Coordinator, Seal Bay.
- Team Leader, Commercial Services West.
- Interpretive Officers across the Commercial Sites.
- Liaises with a range of external stakeholders including Commercial Tour Operators, South ATC and KITA, customers and contractors.
- Works collaboratively with all Regional staff.

Special Conditions

- Will be required to participate in responses to state emergencies or associated duties.
- Kangaroo Island’s National Parks commercial businesses operate seven-days a week with seasonal peaks. The position necessitates flexible working hours that includes working alternative weekends over a fortnightly roster.
- The position is based at Seal Bay and Cape Willoughby with some travel to Kingscote required.
- May be required to undertake intra or interstate travel and work outside of the normal hours of work.
- Will be expected to ensure representation at relevant parks, tourism and industry forums.
- Wearing a company uniform during working hours and/or when representing the department is mandatory.
- Prior to being employed, the successful candidate will be required to provide a valid Nationally Coordinated Criminal History Check (NCCHC), which is required to be renewed every three years. DEW will cover the cost of renewal.
- You must be an Australian citizen, permanent resident, or provide evidence that you hold a valid working visa that allows you to work in Australia without restrictions.

Core Competencies	Elements	Behavioural Indicators
Shapes Strategic Thinking and changes	• Motivating Others	• Motivates others by involving them in planning common goals for the team.
Achieves Results	• Delivering Effective Outcomes • Making Decisions	• Develops and communicates clear and realistic goals / expected outcomes for projects and tasks. • Makes timely decisions for their area of responsibility.
Drives Business Excellence	• Optimising Performance • Promoting Customer Service	• Provides constructive feedback to team members in a non-threatening way to continually develop skills and performance. • Acknowledges and responds positively to constructive feedback gained from customers • Works effectively at the front line with a diverse customer base, including Aboriginal communities.
Forges Relationships and Engages Others	• Establishing and Maintaining Networks • Communicating and Managing Conflict	• Shows tolerance and consideration for others by accepting diverse opinions and approaches non-judgmentally. • Recognises and deals with conflict well before it advances to a formal level.
Exemplifies Personal Drive and Professionalism	• Displaying Flexibility and Resilience	• Presents a positive and composed manner even in stressful situations.

Work Health and Safety

Lead workplace safety procedures and programs

- Proactively ensures all direct reports understand workplace health and safety requirements and responsibilities.
- Leads and participates in health and safety discussions in the workplace.
- Identifies hazards, assesses risks and implements procedures for controlling risks.
- Implements procedures for dealing with incidents and emergency events.
- Maintains appropriate workplace safety records.
- Implements procedures for managing injured workers.

Corporate Responsibilities

- Demonstrate appropriate and professional workplace behaviours that are in line with the [Code of Ethics](#) and the [South Australian Public Sector Values](#).
- Maintain a commitment to Equal Employment Opportunity, Diversity, Ethical Conduct, and record keeping within legislative requirements, according to the principles of the *Public Sector Act 2009*.
- Exhibit and promote the behaviours in line with *The way we work* outlined in the [DEW Corporate Plan](#).
- As an individual it is your responsibility to actively participate in the Department's Performance Review and Development Program. As a manager you are required to action the Performance

Review and Development Program inclusive of 6 monthly reviews, for all employees for whom you are responsible.

- Recruit appropriately qualified and experienced staff to the unit/team.
- Demonstrate appropriate and professional workplace behaviours that align closely with the White Ribbon message.
- Champion positive behaviours and conduct during all interactions with children and young people always adhering to the Child Safe Environment Policy and Procedure & Guideline.

APPROVED

Original Date classified:	21 August 2025	Date reviewed:	04 August 2025
Class method/ Ref #:	Full Assessment	Reviewed by HR:	Senior HR Consultant MM