Role Description

(Manager)

Government of South Australia
Department for Environment and Water

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

Role Title: General Manager, Cleland Wildlife Park	**Division:** National Parks and Public Lands
Classification Level: SM2	**Branch/Unit:** Public Lands and Business Partnerships
CHRIS Position Number: P31051	**Reports to (Title):** Director, Public Lands and Business Partnerships

About the Agency – Department for Environment and Water

About the Role

The General Manager, Cleland Wildlife Park provides leadership that enhances the Department's reputation for delivering sustainable nature-based tourism in South Australia, and where conservation values are upheld and showcased to the local community, nationally and internationally.

This role manages a complex business unit that maintains the highest standards in animal care and public, volunteer and employee safety at all times. The role has a focus on directing key programs and effectively leading, coaching and inspiring staff and stakeholders to deliver high quality outcomes with a focus on providing outstanding guest experiences and financial success. Operationally, the role looks to increase revenue and visitor numbers, whilst at the same time delivering a program of modernisation and improvement across all aspects of the Park's infrastructure and operations.

The General Manager provides strong leadership and is responsible for the development of a 3-year Strategic Plan and Collection Plans determining resources to see the implementation of activities and monitoring the effectiveness of these actions.

Cleland Wildlife Park is a key attraction for Adelaide and the Adelaide Hills tourism precinct, and this role works with external industry stakeholders to support the success of others such as Commercial Tour Operators.

The role fosters and leads significant collaborative partnerships with community, industry, government agencies and other external stakeholders to advance and implement joint and independent strategies. It also provides governance and oversight to external boards to ensure outcomes are achieved.

Key Role Outcomes

- The complex and significant daily operations of Cleland Wildlife Park are planned and managed, ensuring the Park continues as one of South Australia's iconic tourism destinations, providing excellence in guest experiences.
- Leadership is provided to the team to ensure staff are empowered to deliver exceptional results, leveraging collective strengths and fostering a culture of continuous improvement.
- Ensure the effective management of human, financial and physical assets with the unit/team through appropriate planning and allocation of resources to achieve agreed business and strategic plans.
- Lead, develop and foster a positive work culture which is based on SA Public Sector Code of Ethics values and promote customer service, learning and development, safety, and welfare of employees,

acknowledge differences and encourage creativity and innovation, which is highly responsive to the needs of the business, our partners and external clients.

- Provide timely and constructive feedback to subordinate staff to contribute to their effective performance and motivation and plan for their continued professional and technical development.
- Funding plans and budgets meet the site's Strategic Plan and objectives, and KPI's relating to site visitation, income and expenses are met.
- Best practice in engagement and strong integrated life sciences and education programs are delivered.
- Cleland Wildlife Park is recognised as a valued partner through fostered engagement and strong relationships with key stakeholders, including those in the broad Mt Lofty precinct.
- Workplace Safety & Wellbeing is actively managed with systems and procedures implemented and monitored to enable a safe environment for employees, visitors, contractors, volunteers, assets and wildlife in accordance with relevant legislation, policies and procedures.

Essential Criteria (including qualifications, licences, certifications, tickets)

- Demonstrated experience in managing a commercial/tourism venture including implementing strategy and meeting set profitability targets.
- Demonstrated experience in effectively leading and managing a team, demonstrating adeptness in decision making, resource allocation, and fostering a collaborative environment to achieve organisational goals.
- Proven experience in leading diverse teams, including large numbers of volunteers, driving a culture of customer service, teamwork and excellence.
- Proven experience in engaging and influencing a diverse range of stakeholders to develop effective collaborative working relationships and outcomes.
- Demonstrated experience in delivering operational outcomes in a highly sensitive and complex environment.
- Proven experience in overseeing complex project delivery and ensuring that project outcomes are achieved through collaboration.
- Proven experience in developing and maintaining a visitor focus within an organisation.
- Proven ability to communicate effectively with a wide range of individuals and organisations, and to be a persuasive advocate for Cleland Wildlife Park's conservation programs.
- Proven experience in the effective operation of a not-for-profit Board and working with the Chair and high-profile Board Members.
- A current Class C driver's licence.

Desirable Criteria

- Knowledge or understanding of conservation management principles.
- Experience in engaging Indigenous communities and sharing their culture with visitors in a sensitive and appropriate manner.
- Demonstrated experience in the successful leadership and management of a zoo, sanctuary or conservation organisation is desirable.

- Experience in developing and managing zoological or wildlife collection plans, including species selection, population management, breeding program participation, conservation priorities, and resource planning.
- A tertiary qualification in Zoology, Veterinary Science, Environment, Conservation or other relevant qualification is desirable.
- Knowledge of political imperatives when working within a public sector context, including policies, processes and initiatives within South Australia that relate to nature-based tourism, including wilding and native animal care.

Direct Reports

- Commercial Services Manager (OPS4 X 1.0 FTE)
- Veterinarian (PO2 X 0.8 FTE)
- Manager Park Experience & Operations (ASO6 X 1.0 FTE)
- Manager, Park Experience & Operations (OPS6 X 1.0 FTE)

Key Relationships/Interactions

- Key executive leadership team including the Executive Director, National Parks and Public Lands and the Chief Executive, Department for Environment and Water.
- The Minister for Climate, Environment and Water.
- A broad range of employees and volunteers (corporate and individual) across sites.
- Key industry and community stakeholders including other state/commonwealth/local government departments, commercial tour operations and organisations such as hotels and airlines, Adelaide Hills community, industry peak bodies, international visitors, investors, boards and educational institutions.
- Zoos and Aquarium Association Australia executive and members, SA Vet Emergency Management executive.

Special Conditions

- Will be required to participate in emergency preparedness, response and recovery activities required by government agencies.
- 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.
- This role has been identified as a:

  Position of trust ☒ Prescribed position ☒ Not applicable ☐

  The following screening check(s) is/are required:

  - You will be required to provide a valid Nationally Coordinated Criminal History Check prior to being employed, which is required to be renewed every three years before expiry. DEW will cover the cost of renewal.
  - You will be required to provide a valid Department of Human Services Working with Children Check prior to being employed, which is required to be renewed every five years before expiry. DEW will cover the cost of renewal.
- Wearing a company uniform during working hours and/or when representing the department is mandatory.

- Inter and intrastate and remote area travel is required, including travel in light aircraft.
- May be required to undertake intra or interstate travel, occasional overnight absences, and work outside of the normal hours of work.

Core Competencies	Elements	Behavioural Indicators
Shapes Strategic Thinking and Changes	• Creating Vision and Direction	• Regularly and consistently communicates a direction that enables staff to understand the links to the Agency's and State's strategic directions. • Ensures linkage of operational activities to the Agency's objectives and program strategies.
	• Thinking and Acting Strategically	• Ensures business planning is aligned with the intent of the Agency's strategic directions.
	• Motivating Others	• Uses different leadership styles effectively to enable others to achieve objectives.
Achieves Results	• Delivering Effective Outcomes	• Demonstrates a purpose and persistence in driving for outcomes in programs and projects. • Uses performance data – reports and measures - to monitor, encourage and develop team to deliver outcomes.
	• Making Decisions	• Makes informed and timely decisions even in difficult and highly complex situations.
Drives Business Excellence	• Optimising Performance	• Monitors performance and takes action when required to improve delivery of outcomes. Ensures ongoing performance management to provide clarity of role, staff responsibilities and expected standards. • Proactive in building the capability of people by actively supporting learning opportunities and providing regular feedback on performance.
	• Facilitating Quality and Continuous Improvement	• Proactive in identifying opportunities for and introducing future improvements.
	• Promoting Customer Service	• Actively builds capacity and capability within their area to deliver services effectively and efficiently to a diverse range of stakeholders.
Forges Relationships and Engages Others	• Using Political Savvy	• Pays attention to working collaboratively with a diverse range of internal and external stakeholders for the benefit of the Agency.

	• Establishing and Maintaining Networks	• Is confident, adept and flexible in dealing with a range of diverse internal and external stakeholders.
Exemplifies Personal Drive and Professionalism	• Displaying Flexibility and Resilience • Demonstrating Commitment to Learning and Development	• Adapts quickly and responds positively to the unexpected. • Keeps up to date with relevant trends/developments and keeps well-informed on a wide range of issues appropriate to the Agency.

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 and act in accordance with the Child Safe Environment Policy and Procedure at all times.

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