



GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

Position Description

Position title:	Ranger Team Leader
Classification:	Level 7
Directorate:	Land and Marine Management
Approved:	Chief People Officer

About the Position

The Ranger Team Leader plays a pivotal role at the Great Ocean Road Coast & Parks Authority (GORCAPA) in leading and supporting a team of Rangers in providing exceptional experiences for visitors to GORCAPA's parks and reserves. As a Ranger Team Leader, you are responsible for leading the on-ground management of GORCAPA's estate, consistent with organisational priorities, policies and procedures, ensuring that people can enjoy the outdoors and protecting the things that make our parks and reserves so special.

You will lead a team in delivering a variety of projects and services including (but not limited to): working with Traditional Owners; conservation program delivery (such as pest plants and animals, threatened species); visitor infrastructure and asset construction and maintenance (such as roads, walking tracks, day visitor areas and campgrounds); compliance and enforcement activities; the delivery of education programs; and engagement with the community, licensed tour operators and other commercial operations, and volunteers.

Ranger Team Leaders are also encouraged to participate in Victoria's fire and emergency management arrangements as part of Forest Fire Management Victoria.

About the Great Ocean Road Coast and Parks Authority

GORCAPA is the dedicated Victorian Government entity entrusted with the care, protection and sustainable management of one of Australia's most breathtaking and culturally significant coastal regions. Established under the *Great Ocean Road and Environs Protection Act 2020*, GORCAPA was created to address the complex and fragmented management of the coastline and ensure the long-term conservation of this iconic landscape.

GORCAPA is responsible for managing more than 150,000 hectares of coastal reserves, National Parks, Marine Sanctuaries and foreshores stretching along 355 kilometres of stunning coastline. This includes high-profile sites such as the Twelve Apostles Visitor Experience Centre and Cape Otway Lightstation, as well as local ports, community reserves and critical marine environments.

At the heart of its work is a commitment to protect the unique environmental, cultural, heritage and community values of the region. GORCAPA acknowledges the intrinsic connection of the Eastern Maar and Wadawurrung Peoples to Country and actively involves them in its land management and decision making. GORCAPA engages with local communities and other responsible entities to integrate cultural knowledge, ensure environmental stewardship, support sustainable visitation and build lasting benefits for regional economies and generations to come.

About the Coastal Operations Team

Our Coastal and National Parks Operations team deliver integrated land and marine management services including public safety, ranger services, grounds maintenance, facility management, minor capital works across Crown land and National Parks spanning from Point Impossible in Torquay through to Peterborough.

Through active stewardship of the Great Ocean Road coastal and park environments, our rangers support land and marine management outcomes while ensuring the safety, accessibility, and enjoyment of visitors, contributing to a world-leading visitor experience.

Key Accountabilities

1. **Deliver on-ground services and projects for the management of GORCAPA's parks and reserves**
 - Lead the planning, coordination and delivery of on-ground land, conservation, infrastructure and asset, and visitor management services and projects on GORCAPA's estate; managing team resources, budgets, contractors, and other assets to ensure outcomes are delivered to time, cost and quality standards.
 - Apply advanced knowledge and experience to resolve complex local operational issues and/or realise opportunities that improve land, conservation, infrastructure and asset management outcomes and visitor experiences.
2. **Work safely and responsibly**
 - Take responsibility for embedding safe work practices across the team, ensuring compliance with occupational health, safety, and wellbeing requirements.
 - Identify and manage risks to staff, contractors, volunteers, visitors and yourself in service and project delivery, reporting incidents and hazards promptly; and implementing corrective action as required.
3. **Lead and develop a high performing team**
 - Supervise and support the work of rangers and other team members to deliver outcomes, manage workloads, and build team capability through coaching, mentoring and performance feedback.

- Plan, lead, and facilitate team meetings, visitor information sessions, and stakeholder consultation processes, ensuring consistent communication of GORCAPA's priorities and seeking feedback to improve outcomes.

4. **Actively model GORCAPA's values and contribute to a positive culture**

- In all interactions, demonstrate behaviours consistent with GORCAPA's values and the Victorian Public Sector Code of Conduct.
- Act with integrity, accountability, and professionalism, and ensure your team upholds high standards of ethics and service delivery.
- Create and contribute to a safe, professional, and inclusive workplace culture by treating others with respect, supporting colleagues, and fostering collaboration and continuous improvement.

5. **Represent GORCAPA positively**

- Build and maintain strong and trusted partnerships with Traditional Owners, ensuring respectful engagement and support for joint management and self-determination outcomes.
- Represent GORCAPA professionally in all engagements with the community, park users, volunteers, licensed tour operators, lessees, research institutes and other stakeholders, communicating effectively and constructively to achieve positive outcomes.

6. **Support continuous improvement and innovation**

- Drive operational improvements within your work area, using judgement and initiative to refine systems, processes and practices for efficiency, safety and quality.
- Provide recommendations to senior managers on improvements that will enhance organisational effectiveness in the management of the GORCAPA estate and/or deliver better experiences for visitors.

7. **Contribute to organisational outcomes**

- Lead your team's participation in fire and emergency management operations, compliance and enforcement, and other critical incident responses, as required and with appropriate training.
- Deliver other tasks and responsibilities as directed, contributing to GORCAPA's strategic plan, annual delivery plan, and operational priorities.

Key Selection Criteria	
Qualifications and experience	Relevant qualifications and skills for the management of the GORCAPA estate, such as environmental science, natural resource management, conservation and land management, outdoor education, community engagement, or a relevant trade.

	Demonstrated experience and a record of achievement working as a Ranger or in an equivalent natural resource management role, with proven ability to supervise staff and deliver complex on-ground services and projects. A current Victorian driver's licence.
Communication/Interpersonal skills	Ability to give clear direction, provide constructive feedback, and motivate staff delivering works under your supervision. Strong interpersonal skills and excellent verbal communication, including the ability to explain concepts to people of different backgrounds and to engage constructively with stakeholders. Proven ability to prepare clear written communications, including work plans, reports, and correspondence.
Supervision and teamwork	Demonstrated ability to supervise and support staff, allocate workloads, and manage budgets and other resources to deliver agreed outcomes. Demonstrated ability to foster a collaborative and respectful team culture that promotes safety, inclusion, and high performance. Demonstrated commitment to high standards of integrity, accountability and professionalism in the workplace.
Problem solving and continuous improvement	Proven ability to use professional judgement, experience and initiative to resolve operational and service delivery issues and to realise opportunities for improvement. Capacity to implement operational improvements that enhance safety, efficiency and effectiveness in service and project delivery.
Community engagement	Demonstrated capacity to work effectively with Traditional Owners, volunteers, contractors, community groups and park users in the delivery of park management services. Proven ability to represent GORCAPA positively and build constructive relationships with stakeholders.

Accountability and Reliability	Proven ability to work with autonomy and take responsibility for the quality, timeliness, and accuracy of your own work and that of your team. Demonstrated reliability in meeting deadlines, managing resources, and delivering to agreed requirements.
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Remote and arduous work

Ranger Team Leaders may need to work in remote locations, drive long distances, including on unsealed roads, walk long distances in forests and parks and undertake remote work. An appropriate level of fitness is required.

Weekend and rostered work

Ranger Team Leaders may need to undertake weekend and rostered work.

Emergency response and recovery

GORCAPA plays a role in Victoria's emergency response and recovery activities, through an all-hazards, all-emergencies approach. Staff may be directly employed for these roles or may be called upon to support these activities as required following the appropriate training.

Terms and conditions of employment

Appointment to this position is subject to the successful applicant being able to:

- Provide a National Police Check Certificate
- Obtain a Working with Children Certificate
- Provide evidence of Australian Work Rights
- Hold a current Australian Driver's Licence.

GORCAPA employees are required to take all reasonable care for their own health, safety and wellbeing, and the safety of all people wherever they may be working. The incumbent will be required to complete all the mandatory OHS training requirements for GORCAPA, which may include training specifically related to the role, such as equipment usage and people management.

Organisational relationships

Reports to: National Parks Manager

Direct reports: Ranger Leading Hand/s

Internal liaisons: All Great Ocean Road Coast and Parks Authority directorates
External liaisons: Community, agencies and government stakeholders.