



GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

Position Description

Position title:	Ranger Leading Hand – Port Campbell
Classification:	Level 4
Directorate:	Land and Marine Management
Approved:	Chief People Officer

About the Position

The Ranger Leading Hand plays a key role at the Great Ocean Road Coast & Parks Authority (GORCAPA) in delivering high-quality land management, conservation and visitor services across GORCAPA's parks and reserves. Working under the direction of the Ranger Team Leader, and in collaboration with the Protected Area Coordinator and other internal specialists, you will support the coordination and delivery of day-to-day operational activities to ensure the safe, efficient and effective implementation of on-ground programs and works.

The role combines strong practical field expertise with day-to-day work coordination, providing guidance, instruction and support to Rangers, seasonal employees, volunteers and contractors. You will assist in the delivery of a range of land management programs and projects including (but not limited to) conservation works, visitor infrastructure and asset maintenance, compliance and enforcement activities, education and visitor engagement programs, and engagement with Traditional Owners, community members and other stakeholders.

This position is focused on supporting safe and efficient field delivery through clear communication, daily coordination of works, and contributing to team capability and continuous improvement under the direction of the Ranger Team Leader.

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 National Parks Team

Our National Parks Operations team deliver integrated land and marine management services including public safety, ranger services, grounds maintenance, conservation activities, facility management, minor capital works across protected areas within the coast and parks estate.

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

- Deliver on-ground land, conservation, infrastructure, asset and visitor management services and projects across GORCAPA's protected area estate in accordance with approved work programs, organisational priorities, legislation, policies and procedures.
- Coordinate day-to-day operational activities within your work area in collaboration with the Ranger Team Leader and other internal specialists (as required).
- Apply professional knowledge, judgement and experience to resolve local operational issues and identify opportunities to improve conservation, infrastructure, visitor management and land management outcomes.
- Maintain accurate operational records, works documentation, asset information and project reporting to support organisational governance and decision making.

2. Work safely and responsibly

- Demonstrate leadership in promoting a positive safety culture by ensuring compliance with occupational health, safety and wellbeing legislation, organisational policies, safe work procedures and environmental standards.

- Lead by example in implementing safe systems of work, undertaking risk assessments, completing work plans, inspections and operational documentation.
- Identify, report and respond to hazards, incidents and unsafe work practices, implementing immediate corrective actions where appropriate and supporting the Ranger Team Leader in incident investigations, risk management and maintaining compliance with safety, environmental and organisational standards.
- Ensure operational activities comply with relevant environmental, cultural heritage and legislative obligations.

3. Support and coordinate a high performing team

- Provide day-to-day operational guidance, instruction and support to Rangers, seasonal employees, volunteers and contractors undertaking works within your area of responsibility.
- Assist the Ranger Team Leader with workforce planning, daily work allocation, rostering, induction and coordination of operational activities.
- Provide regular feedback to team members and contribute to performance development, coaching and capability building, supporting the Ranger Team Leader as required.
- Lead daily operational briefings, toolbox meetings and safety discussions as required to ensure effective communication and safe delivery of works.
- Promote collaboration, inclusion, accountability and continuous improvement across the team.

4. Manage contractors, procurement and operational resources

- Monitor contractors undertaking operational works to ensure safety, environmental, quality and service delivery standards are achieved.
- Liaise with suppliers and contractors regarding operational activities within delegated authority.
- Undertake purchasing of materials, equipment and services in accordance with organisational procurement requirements and delegated authority.
- Assist with monitoring operational expenditure and ensure plant, equipment and resources are appropriately maintained, utilised and reported.

5. Represent GORCAPA and build effective partnerships

- Build positive working relationships with Traditional Owners, volunteers, contractors, community groups, licensed tour operators, visitors and other stakeholders.
- Represent GORCAPA professionally during community engagement, operational activities and stakeholder interactions.
- Participate in stakeholder meetings, visitor information sessions and consultation processes as required.

- Assist in reviewing operational plans, permits and works documentation to ensure operational, environmental and visitor management requirements are met.

6. **Support continuous improvement and organisational performance**

- Contribute ideas and recommendations that improve operational efficiency, environmental outcomes and visitor experiences.
- Maintain accurate records, reports and operational documentation that support organisational governance and continuous improvement.

7. **7. Ensure legislative and organisational compliance**

- Undertake all operational activities in accordance with relevant legislation, organisational policies, procedures and standards, including occupational health and safety, environmental management, cultural heritage, procurement and public land management requirements.

8. **8. Contribute to organisational outcomes**

- Undertake other duties as directed by the Ranger Team Leader or Protected Area Coordinator that contribute to GORCAPA's Strategic Plan, Annual Delivery Plan and operational priorities.

Key Selection Criteria	
Qualifications and experience	Relevant qualifications or experience in conservation, land management, trades or related field. Experience delivering on-ground works in parks, reserves or similar environments. Victorian Driver Licence.
Communication and Interpersonal skills	Strong interpersonal skills and excellent verbal communication, including the ability to explain concepts to people of different backgrounds and to engage constructively with colleagues and stakeholders. Proven ability to prepare clear written communications.
Teamwork, supervision and performance support	Demonstrated ability to provide day-to-day supervision, task direction and practical support to team members delivering field-based operational works. Experience assisting with coordination of work activities, including supporting work allocation, scheduling and daily operational priorities under direction.

	Demonstrated ability to provide informal, on-the-job feedback, coaching and practical guidance to support safe work practices, task completion, capability development, onboarding and induction of staff. Ability to contribute to positive team performance by identifying issues, escalating concerns appropriately, supporting continuous improvement, and fostering a safe, respectful and collaborative team culture in a field-based operational environment.
Problem solving and continuous improvement	Demonstrated ability to use professional judgement, experience and initiative to resolve routine operational issues. Proven capacity to identify and implement operational improvements in service and project delivery.
Community engagement	Proven capacity to work constructively with members of the public, volunteer groups and park users in delivering on-ground services and projects in parks and reserves. Demonstrated ability to represent GORCAPA positively in all interactions
Accountability and Reliability	Proven ability to work under general supervision and take responsibility for the quality, timeliness, and accuracy of your work. Demonstrated reliability in meeting project deadlines, managing resources, and delivering to agreed requirements.

Remote and arduous work

Rangers 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

Rangers 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 and following the appropriate training and internal approval.

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:	Ranger Team Leader Port Campbell
Direct reports:	National Park Rangers
Internal liaisons:	All Great Ocean Road Coast and Parks Authority directorates
External liaisons:	Community, agencies and government stakeholders.