



# South Curl Curl Surf Life Saving Club

Affiliated with Surf Life Saving Sydney Northern Beaches Incorporated  
Hon Secretary, PO Box 18, Freshwater NSW 2096

Email Address: [mail@southcurlcurlslsc.org](mailto:mail@southcurlcurlslsc.org)

ABN: 88 589 451 919

Title: Caretaker – South Curl Curl SLSC

Reports to: Club Deputy President

## **Role purpose:**

South Curl Curl Surf Life Saving Club (SCCSLSC) is hereafter referred to as the Club.

The Club holds a Lease with Warringah Council that states a requirement for the Club as Tenant to engage a Caretaker / Manager. The purpose of the Caretaker's position is to provide primary on-site presence for South Curl Curl SLSC as required on weekdays, weekends and after hours.

The role is unpaid, and the Caretakers flat is provided rent free. The Caretakers flat can accommodate a maximum of two permanent residents willing to share the single bedroom.

## **Role Tenure:**

The caretaker role tenure is from 1 to 3 years, subject to satisfactory periodic reviews.

After 3 years the position shall be advertised within the Club, and new applicants may apply.

The incumbent caretaker may also re-apply.

The Club committee retains the right to terminate the tenancy at any time, provided a notice period of not less than 4 weeks is provided. The Caretaker can also terminate early, and should also provide a similar notice period.

## **Responsibilities:**

The caretaker is responsible for the following functions:

- Security of the clubhouse and storage sheds
- Upkeep of club house and surrounding grounds
- Facilities management – Hall & Deck hire
- Receipt of deliveries for clubhouse
- Co-ordination of all maintenance requests to building with Warringah Council and coordination of tradesmen as required (in coordination with administration staff and the Club's building committee)
- Maintenance of bar and kitchen equipment.
- WH&S risk identification & reporting
- Monthly reporting to the SCCSLSC Committee.

## **Authorities:**

- Ordering authority is with various suppliers as authorised in writing by the Committee.
- A maximum authority will be set for any one supplier/order along with a maximum per month limit. Amounts above this authority need to be requested in writing to the committee.



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## **Inclusions:**

- ❑ Accommodation – Caretakers onsite unit
  - Warringah Council are first contact for any building issues
  - SCCSLSC to be responsible for any upkeep not covered by Warringah Council and not a specific requirement by the tenant.
- ❑ Telephone -landline
- ❑ Utilities – Water, Electricity and Gas
- ❑ Free to air television connection

## **Key Responsibilities, Performance Objectives & Performance Measures**

### **Primary Presence**

The Caretaker is to be primary on-site contact where possible to the general public during weekdays and after hours i.e. answers general incoming public enquiries, membership enquiries (phone) and direct (where unable to answer) to the appropriate Director.

### **Performance Objectives:**

- ❑ Caretaker to be accessible at least 60% of nominated time either in person or by phone, particularly after hours and during 'the season'.
- ❑ Caretaker to demonstrate excellent customer service and portray appropriate image while representing South Curl Curl SLSC

**Measurement:** Member and customer feedback

### **Security of Clubhouse**

Caretaker is to be responsible for security of clubhouse & surrounding grounds, making sure that clubhouse, gym, & all storage rooms are locked when not in obvious use by members.

### **Performance Objectives:**

- ❑ Caretaker is to complete at least 2 (morning & evening) **daily** security rounds, making sure that clubhouse, gym, storage rooms are locked when not in obvious use by members and be responsible for notifying relevant Committee Member of any continual security breaches i.e. Board and ski sheds left open by team members
- ❑ Caretaker is responsible for checking security systems / alarms are functioning on a regular basis.
- ❑ Caretaker is required to contact Police or other nominated persons if clubhouse is under security threat.

**Measurement:** Observation, member feedback



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## Upkeep of Clubhouse and Surrounding Grounds

Caretaker is responsible for the general cleanliness of the clubhouse including the members' male and female toilets inside the clubhouse, the members' gym, kitchen and bar area, the hall, windows, first aid room, hot shower area, the entrance area and internal stairs plus the deck.

### Performance Objectives:

- ❑ Internal male and female toilets - to be checked daily and cleaned daily if required replenishing supplies as required. Toilets to be cleaned more often if required i.e. special function or in periods of high usage
- ❑ Council toilet & shower areas – observation and reporting only. To be checked daily for contact to Council for any cleaning or maintenance.
- ❑ Members Gym – to be cleaned monthly with wet/dry vacuum. Mirrors to also be cleaned during this time.
- ❑ Kitchen to be checked daily and cleaned weekly or when not left in appropriate condition by club members or hall hirers.
- ❑ Any breaches of kitchen cleaning are to be reported to Club Committee for reduction of hirers bond or notification to club members.
- ❑ Bar area to be checked and cleaned after each usage (if not cleaned satisfactorily by bar staff). Report to Club Committee (re bond) if not satisfactory after a hall hire.
- ❑ Downstairs hall & office to be vacuumed as required
- ❑ Windows to be maintained and cleaned as required
- ❑ First Aid Room to be checked for cleanliness once per week in summer and cleaned appropriately if patrols have not cleaned to satisfactory level. Any shared areas are to be maintained in conjunction with Warringah Council lifeguards.
- ❑ Member's hot showers – This area to be cleaned once a week or more if needed during periods of high usage.
- ❑ Northern Deck to be maintained as required ensuring a neat presentation at all times.
- ❑ Any areas of the club being abused by club members or members of the general public to be reported to the Club Committee for further referral if required.
- ❑ Periodical "Spring Clean" of the kitchen specifically and hall in general by professional commercial cleaners to be organised (at the expense of the club).

**Measurement:** Completion of above tasks to satisfaction of Club Committee, observation, member and general public feedback



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## Facilities Management

Hall & Northern Deck hire. Caretaker is responsible for being first point of contact i.e. organising hall bookings, explaining hall hire policy and fees as well as showing potential customers the facilities on offer. All bookings must also be relayed to Admin staff to ensure that phone enquirers are given correct information regarding availability. Caretaker is responsible for providing customers with access to hall when required on day of booking, giving them a brief orientation on how to operate key equipment i.e. bar or oven / dishwasher if required and giving them a cleaning check-list for their cleaner.. At the end of hire, Caretaker is responsible for completing inspection report for customer before their security bond is refunded.

### Performance Objectives:

- ❑ Hirer's orientation for all facilities and any paperwork completed & signed by all parties prior to function. Cleaning check-list to be given to hirers and explained if necessary.
- ❑ Completion of inspection reports for equipment and damage following any hall hires and deduction of bond if necessary
- ❑ Excellent customer service (courteous, helpful and professional manner) at all times while representing South Curl Curl SLSC
- ❑ Ensure that kitchen and bar is stocked appropriately with cleaning equipment & garbage bags before functions
- ❑ Ensure tables, chairs and stools are in appropriate working order & organise repairs when necessary
- ❑ Assist Hall Hire customers with reasonable request/issues when possible on day of hire if available
- ❑ Ensure the key safe is functioning, and the combination is changed regularly.

**Measurement:** Achievement of above to satisfaction SCCSLSC Committee, observation, member and general public feedback (i.e. Feedback from Hall area hirer's through completion of evaluation form)

## Receipt of Deliveries for Clubhouse

Generally be available to receive goods or alternatively organise with suppliers or club members to be available at a convenient time to receive goods and sign for goods delivered.

### Performance Objectives:

- ❑ Be available to receive goods as required or organise others to do so if not available.
- ❑ Caretaker to demonstrate excellent customer service and portray appropriate image while representing South Curl Curl SLSC

**Measurement:** Member and customer / supplier feedback



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## Co-ordination of Maintenance Requests with Warringah Council & Tradesmen as required

To act as primary point of contact co-ordinating maintenance requests with Warringah Council and for Tradesman / contractors carrying out building works, maintenance or emergency repair work to clubhouse and or surrounding grounds.

Provide Council and tradesman access to relevant parts of clubhouse and supervise work if necessary. Caretaker will also sign-off that work is complete if necessary.

Report to appropriate Committee member any issues arising from above works.

### Performance Objectives:

- Manage Council maintenance requests within a timely manner (24hrs if urgent)
- Manage other minor repairs and building works within a timely fashion & within budget if required
- Caretaker to demonstrate excellent customer service and portray appropriate image while representing South Curl Curl SLSC

**Measurement:** Member and Council/ customer / tradesman / supplier feedback

## WH&S Risk identification

Caretaker is responsible for identifying and where possible minimising any potential Work Health & Safety risk within the clubhouse, surrounding storage rooms, BBQ area and associated grounds. Caretaker shall report potential WH&S hazards to WHS officer monthly or Council as appropriate.

### Performance Objectives:

- Regular inspection of all areas of club house for potential risk to both Caretaker and club members (at least weekly, and more often in periods of higher usage)
- Active minimisation of identified risks if possible
- Report WH&S issues directly to the Club Committee or the WH&S Officer if action is required sooner.

**Measurement:** Achievement of performance objectives to satisfaction of the committee, observation, member and feedback



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## Monthly reporting

Caretaker shall attend monthly committee meeting (where possible) to report any WH&S issues and to discuss any issues with the committee as required.

### Performance Objectives:

- Report any agenda items for committee meeting
- Report WH&S issues monthly at the committee meetings or to the WH&S officer if action is required sooner
- Report on any issues within the club that may require attention
- General feedback on all areas of the club

**Measurement:** Monthly walk through of building with the Deputy President or nominated alternative. Attendance & reporting to satisfaction of committee, observation and feedback.

## Caretaker Flat

Twice annually – April and October, a walk-through of the caretaker flat to be arranged with the Deputy President or nominated alternative. During this walk-through the general condition of the flat and any items requiring attention will be highlighted and subsequently addressed.

At end of tenure, the Caretaker should leave the flat in a similar condition to how they found it, apart from normal wear and tear.