

Our purpose

To reduce the rate and impact of cancer through best practice prevention, research and support.

Position description and person specification

Position title:	Night Duty Officer	
Unit:	Support and Research	
Department:	Practical Services	
Location:	202 Greenhill Road, Eastwood	
Manager:	Accommodation and Practical Services Lead	
Employment:	Part Time (0.7FTE)	
Last updated:	June 2025	By whom: Accommodation and Practical Services Lead

Cancer Council SA

- has worked resolutely since 1928 to deliver cancer research, prevention, and support services
- is the state's leading independent, cancer-related, non-government organisation, dedicated to reducing the impact of cancer for all South Australians
- invests in three main strategic objectives: research, prevention and support
- is uniquely positioned as a resource for action and a voice for change towards a cancer free future
- is committed to The National Principles of Volunteer Involvement and Management
- maintains a non-smoking workplace and provides assistance with quitting
- requires employees and volunteers to promote cancer-preventing healthy lifestyle practices and behaviours, as outlined in organisational policies

Our core values are represented by three value statements:

 <p>Care</p> <p>We are driven to make a difference for all—those we serve, our teammates, our partners and ourselves.</p>	 <p>Integrity</p> <p>We strive to do the right thing always, act truthfully and honourably, be our authentic selves, be inclusive and embrace diversity.</p>	 <p>Excellence</p> <p>We work as one team and constantly push ourselves to be the best we can. We arrive every day inspired to make an impact through our talents, passion and commitment.</p>
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Unit role and objectives

Support and Research

Cancer Council SA has an outstanding reputation for funding and delivering critical cancer research, prevention and support programs as well as a track record of successful advocacy. Its vision of a cancer free future is progressed through support for people impacted by cancer today and bold leadership to reduce the burden of cancer in the future.

The Support and Research Unit delivers evidence-based, quality supportive care services and programs that are sustainable, support the provision of optimal care and are accessible to all South Australians. The unit undertakes and funds high quality research across the continuum from biomedical to translational to population health approaches.

Position overview

Our facility incorporates 120 rooms of guest accommodation, one level of corporate office space and a multi-level car park.

The Night Duty Officer must be able to work autonomously, with indirect supervision. Responsibilities and duties include overseeing the accommodation operations overnight., front desk management, handling guest enquiries, housekeeping and waste management, responding to emergency situations and monitoring building/car park security).

With the role rostered over a 7-day week and the facility open 24/7, flexibility is essential.

This position may include some Reception shifts responsible for taking reservations, assisting with guest queries, processing travel subsidy forms, invoicing, cash reconciliation, payment transactions and other general office duties as required.

Reporting relationships

This position reports to:

Accommodation & Practical Services Lead

Number of staff reporting to position:

Nil

Key accountabilities (outcome based)

- be able to work autonomously and in isolation, and undertake the role without direct supervision
- opening and closing of the building
- handling guest service requirements Including, linen, room supplies, late check-ins and other enquiries
- answering all incoming phone calls professionally and empathetically
- assisting in managing the overnight operation of the building, including waste management and housekeeping duties
- monitoring the safety and security of the building in the absence of other staff, escalating issues to the Facility Manager or the Senior Manager Accommodation Services where required

- emergency management of the building and guests, including assisting with medical emergencies
- auditing and balancing accommodation transactions
- restocking storage areas – coffee/tea/ linen etc
- ensuring communal areas are clean, well presented to high standards and ready for the morning
- management of keys and programming of access cards
- providing a comprehensive handover for morning staff and reporting of any issues or concerns raised over night
- liaising with key stakeholders regarding any guest requirements e.g. housekeeping, maintenance, social work and contractors
- supporting and assisting with training new or relieving Night Duty team members
- other duties as required (Reception and administration)

Protect your own health and safety and that of others by:

- complying with and actively contribute to the development of organisational policy and safety systems
- following reasonable instructions and training and complying with organisational policy and safety systems
- identifying and reporting workplace hazards and incidents
- complying with Cancer Council SA's WHS policies and procedures
- providing a safe working environment for all staff (paid and voluntary), contractors and invitees
- ensuring that contractors and invitees comply with policies and procedures at all times.

Special conditions

- the successful applicant must be a non-smoker
- appointment will be subject to a satisfactory medical/physical assessment
- out of hours and weekend work will be required
- appointment will be subject to a satisfactory police check and may require a further Department of Human Services clearance
- must hold or be willing to obtain a current First Aid Certificate
- attend provided training for Emergency Management

Person specification (knowledge, skills and experience)

- previous night duty, hotel front office/reception experience is highly desirable
- experience with a Property Management System, e.g. RMS
- heightened security awareness
- flexibility to work various rostered shifts, including early mornings, late evenings and on weekends
- professional interpersonal and communication skills

- must be highly organised, with strong time management skills, attention to detail and be able to multitask
- exceptional customer service skills
- demonstrate empathy for people undergoing medical treatment
- ability to work unsupervised and as part of a team and at times under pressure
- ability to maintain confidentiality and deal sensitively with feedback
- ability to work within the boundaries of the role and escalate issues to senior staff to achieve optimal outcomes
- computer literacy
- integrity and commitment to ethical behaviour

Signatories

Incumbent

Name: _____

Signature: _____

Date: _____

Manager

Name: _____

Signature: _____

Date: _____