



## **Weekend Manager; Retford Park, Bowral**

- **Location** Bowral, Southern Highlands NSW
- **Job Type** Casual
- **Category** Business
- **Sectors** : Arts, Culture, Heritage
- **Reports to:** Property Manager, Retford Park
- **Salary:** \$29.26/hr plus super

### **Overview**

The National Trust is the largest community based, not-for-profit conservation organisation in Australia, operating for more than 70 years. Our vision is to bring the heritage of New South Wales to life for future generations.

Retford Park is a unique property of great heritage significance as its European history extends back to grants of land promised to Edward Riley senior by Governor Macquarie in 1821. Set in rolling green hills behind Bowral, Retford Park was the stately home of James Fairfax. It was gifted to the National Trust in 2016 who in 2017 took possession of the grand Italianate style residence and extensive formal gardens.

As we start to reopen our properties around NSW, we're looking for an energetic team leader with a track record of delivering high quality, visitor-centric customer service to manage the weekend activities and work with our wonderful team of volunteers to create an experience for our visitors which is both welcoming and enables them to get the most out of their visit.

This is a newly created role and while we envisage the property will only open once a month at this stage, we will be moving to open the property every weekend when things settle down.

### **About the Role**

Reporting directly to the Property Manager, you will be responsible for:

- Overseeing and managing the daily operations of Retford Park admissions, reception and bookings team processes, when the property is open during the weekend.
- Coordinating all activities on site including tours and events
- Managing response to incidents as they arise at Retford Park
- Leading and motivating the volunteers working onsite, either as guides, front of house or event facilitators to deliver an exceptional visitor experience.

## **About you**

You've led a team of customer-focused staff before and can lead and motivate them to perform at their best. You will be flexible enough to deal with the myriad of things that comes with operating a historic property that is open to the public and ideally, you will have had some experience in working with communities, tourism or the cultural sector.

We're looking for someone who truly believes in customer service, can run an event like clockwork and knows the value of teamwork. We offer a flexible work environment and value the highest levels of professionalism.

You must have the **right to live and work** in Australia to apply for this job.

**For a full position description or any enquiries call: 02 9258 0159 or email [hr@nationaltrust.com.au](mailto:hr@nationaltrust.com.au)**

**To apply, submit your CV together with a covering letter addressing the key accountabilities to: [hr@nationaltrust.com.au](mailto:hr@nationaltrust.com.au)**

**Closing date: 14 August 2020**

***Start available on 5 September 2020***