



NATIONAL TRUST OF AUSTRALIA (NSW) JOB DESCRIPTION

Title:	Museum Officer -Weekend
Location:	Old Government House, Parramatta, and Experiment Farm Cottage, Harris Park
Reporting to:	Regional Manager, Western Sydney
Department:	Properties
Direct reports:	National Trust volunteers Casual property staff on rostered work days
Hours:	Part-time, anticipated to be 15 hours a week on Saturday and Sunday with the occasional additional weekday as required
Salary Package:	\$50k - \$52.5k FTE

The Organisation

The National Trust of Australia (New South Wales) is the State's largest community based conservation organisation. It operates a number of important museums and historic properties while also looking after a large collection of objects and archaeological artefacts.

The National Trust was established and its role defined by the *National Trust of Australia (New South Wales) Act 1990*.

The National Trust is committed to providing educational and cultural services that will enhance public knowledge and enjoyment of these resources.

Vision: To bring the heritage of NSW to life for future generations

Mission: **Advocate** for the conservation of built, cultural and natural heritage by engaging with the community and government.
Identify, conserve and protect our built, cultural and natural heritage by example, advice and support.
Educate and engage the community by telling our stories in ways that awaken a sense of place and belonging.

Position Summary

The Weekend Museum Officer reports to the Regional Manager and is responsible for oversight and management of the daily activities of Old Government House, Parramatta, and Experiment Farm Cottage, Harris Park to ensure they are a welcoming, accessible and inclusive environment. This includes but is not limited to: house tours, venue hire, management of events and support to the volunteers in the delivery of public programs.

They will also work closely with volunteers in all other areas of property activity such as reception, retail, conservation, maintenance and administration to ensure a positive experience for the visitor which enables them to get the most out of their visit. The role also oversees the properties' volunteer rosters during this time, as well as induction and ongoing training of volunteers to ensure a positive visitor experience is consistently delivered.

The Weekend Museum Officer is also the first point of contact for the escalation of any issues that arise during weekend operations, including coordinating incident response.

Hours

This is a part-time position for 15 hours a week, predominantly on a Saturday and Sunday. The days of working will vary depending on property activities so a high degree of flexibility is essential.

Key Accountabilities

The Weekend Museum Officer is responsible for:

- Overseeing and managing the daily operations of Old Government House and Experiment Farm Cottage including admissions, reception, bookings and house security processes, when the property is open during the weekend.
- Coordinating all activities on site including tours and events
- Managing incidents as they arise on duty days
- Coordinating volunteer rosters to ensure both properties are adequately resourced on those days
- Leading and motivating the volunteers working onsite, either as guides, front of house or event facilitators to deliver an exceptional visitor experience.
- Inducting and training new volunteers to ensure consistency of service delivery
- Maintaining volunteer records to ensure compliance
- Coordinating property bookings

Other Responsibilities and Accountabilities

In conjunction with other staff and volunteers, the Weekend Museum Officer will:

- Process bookings accurately and in a timely manner
- Act as the point of contact and coordination for third party operators and weekend venue hires on site, including installation and bump out
- Ensure that both properties and grounds are open at the advertised times and appropriate security measures are in place, including securing the sites at the end of each duty day
- Ensure that ticketing and retail services are provided during advertised open hours
- Carry out routine administrative tasks including the reconciliation of monies, stock control and answering of public enquiries
- Maintain the highest presentation standards of the property and collection. Liaise with the Regional Manager on any issue of maintenance that occurs during the weekend, including emergency callouts and repairs
- Follow all policies and procedures of the National Trust, consulting fully with the Regional Manager and other National Trust staff as required
- As required, assist with the running of special events including open-days, tours, exhibitions and public programs
- Other duties as directed by the Regional Manager.

Key Challenges

- The Parramatta Properties operate with minimal support staff and a large group of volunteers. One of the main challenges the Weekend Museum Officer is faced with is the possibility of labour shortages on any given day. Flexibility, practicality and versatility are required to ensure that both properties and any programs that are being run are staffed and presented adequately.
- It is also a challenge to prioritise disparate tasks with limited resources and maintain efficient communications between colleagues and volunteers over the four week roster cycle (including weekends).

Key Performance Measures

1. Successful training, management and retention of volunteer cohort of 200 people
2. Successful management and maintenance of the Parramatta Properties on assigned duty days
3. Visitor experience delivered to highest possible standard

4. Preservation of the physical and heritage integrity of the museums and their collections
5. Promotion and maintenance of a strong team ethic at the Parramatta Properties

Qualifications or Extensive Experience

1. Qualifications in Cultural Tourism, Museum Studies or other relevant discipline
 2. Experience co-ordinating volunteers and ability to provide on-the-job leadership and training
 3. Proven experience coordinating a customer service environment and encouraging high standards of visitor experience
 4. Previous experience in a tourism role and/or experience working in a museum, heritage property or heritage environment preferred
 5. Excellent time management skills and ability to constantly re-prioritise tasks to ensure completion within required timeframes
 6. Knowledge of office management, including booking systems and basic financial management
 7. Excellent communication, customer service and team work skills
 8. An understanding of and commitment to the National Trust's aims, objectives and workplace values, together with relevant policies and guidelines with particular regard for our Child Safe Child Friendly Policy and the principles of Equity & Diversity and WH&S.
 9. Current First Aid Certificate (or willingness to gain)
 10. Must be available a minimum of three weekends in every four
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Key Result Areas

Resilience and Courage

- Be open, honest and respectful in dealing with all stakeholders
- Remain calm under pressure and in challenging situations
- Strong interpersonal, negotiation, communication and liaison skills required
- Strong prioritising, time management, organisation and planning skills required

Act with Integrity

- Represent the organisation in an honest, ethical and professional way and encourage others to do so

Value Diversity and Inclusion

- Show respect for diverse backgrounds, experiences and perspectives

Communicate Effectively

- Communicate concisely and clearly with all stakeholders, volunteers, National Trust staff, community groups as required and maintain the goodwill of volunteers and the broader community

Work Collaboratively

- Collaborate with others and value their unique contribution
- Build a culture of respect and understanding across the organisation
- Recognise outcomes which resulted from effective collaboration between teams

Technology

- Working knowledge of the main POS and office software applications used by the National Trust including VEND (or similar), Microsoft Word, Excel and PowerPoint

Finance

- Understand and apply financial processes to assist volunteers to undertake financial transactions effectively and minimise financial risk at properties
- Accurate and relevant information on finance and risk is provided to the Regional Manager to enable effective decision making

Think and Solve Problems

- Think, analyse and consider the broader context in which the National Trust operates in regional areas and nationally to develop practical solutions to everyday issues at the Parramatta Properties

Inspire Direction and Purpose

- Build a shared sense of direction with volunteers, clarifying priorities and goals and inspiring others to achieve them

Project Management

- Coordination, management and project delivery of ad hoc projects as required by the Regional Manager

Optimise Business Outcomes

- Manage resources effectively
- Ensure volunteers have the appropriate skill sets required to operate effectively at the properties including training or mentoring

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. Following consultation, the aspects mentioned above may be altered in accordance with the changing requirements of the role.

Approval Date: November 2020