



NATIONAL TRUST OF AUSTRALIA (NSW) POSITION DESCRIPTION

Role:	Property Manager, Dundullimal Homestead
Department:	Commercial
Primary Location:	Dundullimal, 23L Obley Road, Dubbo
Direct Manager:	Director, Commercial
Direct Reports:	Event casuals National Trust volunteers based at Dundullimal
Hours of work:	35 per week including weekend days. FT or PT job share
Salary Package:	\$62,184

ORGANISATIONAL OVERVIEW

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 Trust is established and its role defined by the *National Trust of Australia (New South Wales) Act 1990*. The 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 New South Wales to life for future generations.

Mission: **Advocate** for the conservation of our 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.

PRIMARY PURPOSE

The Property Manager Dundullimal Homestead has responsibility for all aspects of the visitor experience and management of Dundullimal Homestead, to ensure it is a welcoming, accessible and inclusive environment.

While the role reports to the Director Commercial overall and on a day-to-day basis, it will work collegiately with the volunteer group known as the Dundullimal Dubbo Support Crew (DDSC). This is an independent body whose purpose is to fundraise for the property and provide volunteer and financial support for the activities being undertaken at the property, for the benefit of the National Trust.

The position holder therefore manages all operational aspects of the property and is supported in these activities by the Dundullimal Dubbo Support Crew (DDSC).

Dundullimal Homestead is a property of the National Trust of Australia (NSW) and believed to be the oldest surviving sophisticated slab house in Australia.

Hours

Full time equivalent (nominally 35 hrs/week); however, as this is a senior level role the incumbent should expect to work additional hours as part of their regular duties including

weekends as required. The days of working will depend on property activities and a high degree of flexibility is essential. Alternatively, this might become a part-time job share role for the right candidates.

KEY ACCOUNTABILITIES

The position holder has responsibility for:

- Managing the overall operations of the property including maintenance of the property, garden and collection, housekeeping and presentation of the site, contractor management, guiding, retail and cafe functions, delivery of education programs and venue hire in accordance with National Trust policies and procedures, and relevant legislation including WHS.
- Developing and implementing relevant strategies to improve the financial performance and visitation at the property, including but not limited to tours, exhibitions and education programs to increase and diversify audiences
- Leading and managing volunteers to ensure they are selected, trained, supported and managed to deliver a seamless visitor experience. This includes, but is not limited to volunteer training such as guiding, work planning and rostering.
- Building relationships and working collaboratively with other cultural, government and educational institutions in the region
- Providing performance reports (visitation, collections, maintenance and interpretive issues) to Director Commercial and the Board as required
- Be responsible for identifying and applying for external grant funding
- Acting as first point of contact for security and other emergency matters should they arise
- Acting as the conduit for information from the National Trust to the volunteers and the management team of the DDSC
- The role works closely with the Conservation Department, which is responsible for property and collections conservation, maintenance and presentation
- Undertaking all other tasks and duties in consultation with the Director Commercial, of relevance to the position.

KEY CHALLENGES

The key challenges for the position are:

- Management of a significant heritage property within budget, whilst improving visitation and financial performance
- Balancing the commercial objectives against conservation, visitor services, education and management issues that may impact the property;
- Leading and managing a team of volunteers, whilst maintaining open communication channels with the DDSC;
- Establishing deep engagement with local council and tourism bodies, commercial and cultural organisations, the local community, and the various National Trust groups that support the activities of the organisation in the region;
- Given the property operates with minimal staff and a group of volunteers, the possibility of labour shortages on any given day is a real possibility. Flexibility, practicality and versatility are required to ensure the Homestead and any programmed activities are resourced and presented adequately.

- It is also a challenge to prioritise disparate tasks with limited resources and maintain efficient communications between colleagues located a significant distance from the property and volunteers.

Qualifications / Experience

- Qualifications in Cultural Tourism, Education, Museum Studies or other relevant discipline desirable
- Experience in cultural tourism, community engagement and project development such as delivery of public programmes, education programmes, major exhibitions and events at a museum or cultural institution.
- Experience co-ordinating volunteers and ability to provide on-the-job leadership and training.
- Proven experience coordinating a customer service environment and elevating team work skills and standards of visitor experience.
- Proven ability to conduct guided tours.
- Experience in managing events and overseeing multi-faceted activities that requires close supervision
- Demonstrated experience in developing budgets and strategies for improving visitation at a museum or cultural institution.
- Strong interpersonal and communication skills and a demonstrated ability to interact professionally with a diverse group of people, including volunteers.
- Excellent time management skills and ability to constantly re-prioritise tasks to ensure completion within required timeframes.
- 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.
- Current First Aid Certificate (or willingness to gain)
- Class C driver's license
- Current NSW Working with Children Check number (WWCC)

Key Result Areas

Resilience and Courage

- Be open, honest and respectful in dealing with all stakeholders
- Remain calm under pressure and in challenging situations

Act with Integrity

- Represent the organisation in an honest, ethical and professional way and encourage others to do so
- Act to prevent and report misconduct, illegal and inappropriate behaviour

Value Diversity and Inclusion

- Show respect for diverse backgrounds, experiences and perspectives
- Demonstrate a willingness to engage with and work cross generationally and those with disabilities
- Consideration of and demonstrated delivery of diversity and inclusion strategies

Communicate Effectively

- Communicate concisely and clearly with all stakeholders and maintain the goodwill of volunteers and the broader community

Work Collaboratively

- Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions
- Build a shared sense of direction, clarify priorities and goals and inspire others to achieve them

Commitment to Customer Service

- Provide efficient customer focused services to staff and volunteers consistent with organisational values and objectives

Deliver Results

- Achieve results through efficient use of resources and a commitment to quality outcomes
- Complete work tasks to agreed budgets, timeframes with a commitment to quality outcomes
- Ensure staff and volunteers are equipped and trained in the relevant tools required to conduct their operations
- Manage the day to day operations of the National Trust, its resources, and volunteer workforce to meet the current objectives, priorities and performance indicators

Technology

- Working knowledge of the main software application used at the properties including Microsoft Word, Excel, PowerPoint, Point of Sale systems (VEND), EFTPOS and Collection Management system (Vernon)

Think and Solve Problems

- Think, analyse and consider the broader context to develop practical solutions
- Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness
- Demonstrate Accountability
- Adhere to any relevant legislation and policies
- Be proactive in identifying and addressing risk and challenges

Project Management

- Delivery of educational and public programming at the properties as required

Optimise Business Outcomes

- Manage resources effectively
- Identify and apply for external grant funding and where appropriate, external sponsorship of special events
- Ensure staff and volunteers have the appropriate skill sets required to manage the property including training, work planning and rostering

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: April 2021