



NATIONAL TRUST OF AUSTRALIA (NSW) POSITION DESCRIPTION

Role:	Property Manager Western Sydney Region
Department:	Commercial
Primary Location:	Old Government House, Parramatta NSW Experiment Farm Cottage, Harris Park NSW
Direct Manager:	Director Commercial
Direct Reports:	Assistant Curator Duty Manager Grounds and Maintenance Officer Gardener Casual Officers, including Education Officer National Trust volunteers based at Old Government House/ Experiment Farm Cottage
Hours of work:	35 per week including one weekend per month

Organisation 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 National 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 Western Sydney has responsibility for all aspects of the visitor experience and management of Old Government House and Experiment Farm Cottage, to ensure they are welcoming, accessible and inclusive environments.

Old Government House (World Heritage Listed as part of the Australian Convict Sites serial listing) and Experiment Farm Cottage (on the site of Australia's first land grant and State Heritage Listed) are properties of the National Trust of Australia (NSW), and considered highly significant historic properties.

They will also liaise with the Parramatta Branch of the National Trust and Friends of Old Government House, providing them with guidance and support as required.

The role reports to the Director Commercial overall and on a day-to-day basis, it will work collegiately with the staff and volunteers of OGH. The position holder manages all operational aspects of the property.

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. They will be rostered on one weekend a month as part of their normal work schedule. In addition, the days of working may sometimes need to flex around the property activities and a high degree of flexibility is essential.

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 and retail 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 public programming, exhibitions and education programs to increase and diversify audiences.
- Leading and managing staff and 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 (financial, 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
- The role works closely with the Conservation Department, which is responsible for property and collections conservation, maintenance and presentation
- Ensuring that the management and conservation outcomes are in accordance with the Conservation Management Plan, Trust policies and other relevant plans for the property.
- Undertaking all other tasks and duties in consultation with the Director Commercial, of relevance to the position.
- Exercising due diligence to ensure work health and safety risks are addressed.

Key challenges

The key challenges for the position are:

- Management of a significant iconic property within budget, whilst improving visitation and financial performance across two properties.
- Balancing the commercial objectives against conservation, visitor services, education and management issues that may impact the properties.
- Leading and managing a team of staff and volunteers across the properties.
- 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 properties operate with minimal paid staff and a large 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 properties and any programmed activities are resourced and presented adequately.

Essential Skills and Qualifications

- Qualifications in, or extensive experience of, Cultural Tourism, Education, Museum Studies, Collection Management or other relevant discipline
- Experience in cultural tourism, community engagement and project development such as delivery of public programs, education programs, major exhibitions and events at a museum or cultural institution.
- Demonstrated experience in developing budgets and strategies for improving visitation at a museum or cultural institution.
- Recognised credibility to act as the public face for the National Trust demonstrated through first class written and verbal communication with strong negotiation skills.
- Demonstrated ability to source appropriate sponsorship for major events or special programs.
- Excellent relationship and stakeholder management skills.
- Demonstrated experience in the management of time, staff and volunteers, budgets and major projects.
- 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 and a willingness to travel between the properties and to the National Trust Centre
- Current NSW Working with Children Check number (WWCC)

Key Result Areas

Resilience and Courage

- Be open, honest and respectful in dealing with all stakeholders
- Be flexible, show initiative and respond quickly when situations change
- Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively
- 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
- Present with credibility and engage varied audiences
- Write fluently and persuasively in a range of styles and formats

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

Influence and Negotiate

- Negotiate from an informed and credible position
- Lead and facilitate productive discussions with staff and stakeholders
- Develop mutually advantageous partnerships with peer bodies that enhance support for heritage conservation

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 Property, 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)

Finance

- Manage Board-approved budget, the budgeting cycle (including budget reviews) and day-to-day finances to deliver agreed budget

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.
- Identify and share business process improvements to enhance effectiveness.

Demonstrate Accountability

- Adhere to any relevant legislation and policies
- Be proactive in identifying and addressing risk and challenges
- Incorporate sound risk management principles and strategies into business planning

Project Management

- Project-manage the development and delivery of educational and public programming at the properties as required

Inspire Direction and Purpose

- Communicate goals, priorities and vision
- Promote a sense of purpose and enable others to understand their role in achieving the organisational goals
- Build a shared sense of direction, clarify priorities and goals and inspire others to achieve them

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: November 2021