



# National Trust of Australia (ACT)

## POSITION DESCRIPTION

<b>POSITION TITLE</b> Office Manager	<b>SALARY</b> TBA <b>HOURS</b> Part-time (hours negotiable).	<b>STARTING DATE</b> TBA	<b>AUTHORISED BY</b> Council
<b>REPORTS TO</b> President	<b>POSITIONS REPORTING TO THIS ONE</b> Nil		<b>REVIEW/EVALUATION</b> 12 monthly
<b>KEY ROLE</b> 1) Assist the Council to achieve the National Trust of Australia (ACT) purpose of promoting the conservation of and fostering public knowledge about places, objects and issues that are significant to the heritage of the Australian Capital Territory.  2) Assist Council to implement the Trust's Strategic Plan 2019-2024.  3) Assist Council to achieve the three key objectives of the <i>ACT Heritage Special Grant – Recurrent funding 2021-2024</i> : a) effectively promote conservation of ACT's heritage places and objects: b) foster public knowledge about places, objects and issues c) continue advocacy and engagement work on heritage conservation.		<b>POSITION FUNCTIONS</b> Under the direction of the President (or other Council members as appropriate): <ul style="list-style-type: none"> <li>• Provide <b>general administrative assistance</b> to Council and other staff</li> <li>• Promote <b>community awareness and active membership</b></li> <li>• Promote <b>sound governance and effective organization</b></li> <li>• Assist with <b>event management and organisation</b>.</li> </ul> See page 2 & 3 for more information on the key tasks involved. See page 3 for the Selection Criteria.	

## KEY TASKS

FUNCTIONS	KEY TASKS
<b>1. Administrative Support</b>	<ul style="list-style-type: none"> <li>• Administrative support for the Council and Heritage Officer</li> <li>• Support for Council and Committees, including preparation and distribution of Council papers; some Minute taking and Committee paper work for Council and Committees</li> </ul>
<b>2. Community Awareness &amp; Membership Promotion</b>	<ul style="list-style-type: none"> <li>• Manage and provide timely responses to inquiries via the reception desk, phone, mail, email, website and social media</li> <li>• Process membership payments made by phone and liaise with NSW (NT) re memberships</li> <li>• Manage communications with members and others including compiling enewsletters to members; distribution of Heritage in Trust magazine</li> <li>• Maintain website (currently using WordPress) and social media</li> <li>• Promote the pool of volunteer members and manage volunteers in the Office with implementing tasks relevant to the Trust's Strategic Plan as indicated by Council</li> </ul>
<b>3. Sound Governance and Effective Organization</b>	<ul style="list-style-type: none"> <li>• Maintain and update Office records including email folders, databases, Trust policies and procedures, membership records, Council and Committee minutes, library and archived records, asset list, banking and insurance records, brochures</li> <li>• Ensure within budget constraints there is sufficient Office stationery and that Office equipment is in good and safe working order</li> <li>• Raise and report matters and issues with the operation of the Office or the Trust generally with the Council, and work with Council to resolve issues</li> <li>• Assist the bookkeeper in payment of Office invoices and banking (prepare invoices, reconcile banking with MYOB entries)</li> <li>• Record visitors and volunteers names and times</li> <li>• Maintain a record of visitor/student and volunteer attendances, loans of Trust equipment or documents/books, and other records required for actioning the Trust's Strategic plan</li> <li>• Be aware of, comply with, and where necessary champion, Work Health and Safety requirements, including emergencies (eg COVID) and compliance requirements for relevant laws, regulations and organisational standards that apply to activities in day-to-day operations; act as Fire Warden for office</li> <li>• Ensure, with the assistance of the Secretary, that the Trust's legal obligations with the Australian Charities and Not for Profits Commission (ACNC), and other regulators if necessary, are kept up to date</li> <li>• Lead the preparation of the Trust's Annual Report and work with the Secretary and President to arrange and minute general meetings, including the Annual General Meeting</li> </ul>
<b>4. Event management and organisation</b>	<ul style="list-style-type: none"> <li>• Assist the Tours and Events Committee with planning the program of tours and events</li> <li>• Assist with organisation of tours and events, eg booking venues, seeking quotations, liaising with guides, service providers</li> <li>• Assist with booking arrangements for tours and events either online or through the Trust office               <ul style="list-style-type: none"> <li>○ Set up and manage online bookings on Eventbrite or Trybooking including reminders; reports and queries</li> </ul> </li> </ul>

FUNCTIONS	KEY TASKS
	<ul style="list-style-type: none"> <li>○ Process tours and event bookings if not online (eg record bookings/payments and other details, send reminders, answer inquiries)</li> <li>● Promote tours and events via E-newsletter, flyers, website, social media including updating information as necessary</li> <li>● Liaise with tours and events participants</li> </ul>

### SELECTION CRITERIA

SELECTION CRITERIA	DESIRABLE SKILLS AND COMPETENCIES
<ol style="list-style-type: none"> <li>1. Experience in office management and providing administrative support</li> <li>2. Experience or ability to work alone or in a small team</li> <li>3. Demonstrated customer service skills</li> <li>4. Experience or ability to work with members and volunteers in a community organisation</li> <li>5. Experience or ability to assist with event management</li> </ol>	<ol style="list-style-type: none"> <li>1. Ability to work with limited supervision or support</li> <li>2. Good interpersonal skills</li> <li>3. Good written and communication skills</li> <li>4. Customer focus - responds positively and in a timely manner; handles customer concerns competently; recognises urgent or unsolved problems and escalates these as necessary</li> <li>5. Takes care to ensure own and others' safety in accordance with regulations and procedures</li> <li>6. Has high work standards, is attentive to detail and accuracy and is proactive in carrying out work and ensuring service reliability</li> <li>7. Able to plan and organise office work to meet deadlines</li> <li>8. Adaptable and flexible to changing work priorities and requirements</li> <li>9. Shows initiative in approaching ideas or problems</li> <li>10. Proficiency in using office computing technology, including Microsoft Office, Teams and Sharepoint, and other software including MYOB, website management (eg WordPress)</li> <li>11. Good awareness of safety and security in accordance with safety regulations and procedures</li> <li>12. First Aid Certificate</li> </ol>