



NATIONAL TRUST OF AUSTRALIA (TASMANIA)

POSITION DESCRIPTION

Role:	Office Manager
Location:	State Office, Penitentiary Chapel Historic Site, Hobart
Standard hours of work:	38 hours per week
Reporting manager:	Managing Director

Overview of organization

The National Trust of Australia (Tasmania), founded in 1960, is the State's largest community-based conservation organization which advocates for the built environment and cultural landscapes. The Trust is the custodian of culturally significant properties, museums, landscapes, artefact and archaeological collections which it preserves and interprets for the benefit of the Australian community. The National Trust of Australia (Tasmania) is a registered charity with Deductible Gift Recipient status and runs conservation appeals for more than twenty historic properties in community ownership.

The National Trust of Australia (Tasmania) is a trust (body corporate) with perpetual succession created under the *National Trust Act 2006*. Its priorities are defined by strategic plans and annual business plans.

Today, Tasmania is a significant tourism destination as a result of the compelling synthesis of its natural and built environment. Tourism contributes an annual \$2.25 billion to Tasmania's economy. The Trust is committed to engaging audiences with its properties through tours, exhibitions and public events, an annual heritage festival, and being a focus for community volunteering. The Trust aims to leverage the contribution of heritage to Tasmania's tourism economy through new initiatives. Foremost is the Convict Memorial Hub planned for the Penitentiary Chapel Historic Site in central Hobart which will use Tasmania's extraordinary convict records (for approximately 62,500 male and 12,000 female prisoners) to tell new stories about individual convicts and promote tourism dispersal to convict-related sites across Tasmania, including Tasmania's World Heritage Sites. The Trust will also be offering heritage trades training based at its properties.

Vision: A Tasmanian community sharing and valuing its heritage.

- Purpose:** Advocate for Tasmania’s heritage buildings, landscapes and collections by encouraging sustainable uses of heritage assets.
- Values:** **Enthusiasm** – we embrace Tasmania’s heritage with a dynamic and passionate attitude
- Inclusiveness** – we respect and welcome all.
- Excellence** – we achieve best practice with integrity
- Resourcefulness** – we find creative solutions and better ways of doing things.
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The Role’s Primary Purpose

To manage the National Trust of Australia (Tasmania) State Office, providing support to the Trust’s Managing Director, Board, property managers, members, volunteer committees, volunteers and tenants. The role will contribute directly to maintaining the Trust’s relationships with the community including members and volunteers; promoting the Trust brand and building appreciation of Tasmania’s heritage.

Key responsibilities:

1. Communication within the Trust and with the public
2. Provide high-level administrative support for Trust programs
3. Undertake financial processing
4. Maintain records (electronic and archival)

Key selection criteria

Demonstrated experience in

- Provide administrative support to a business entity
- Working in a customer service environment
- Working in high-volume environments

Knowledge, Skills and Experience

- Business administrative support experience
- Arts and culture, tourism, hospitality or retail experience
- Excellent organizational skills including ability to prioritize and attention to detail
- Customer service approach with excellent problem-solving skills and diplomacy.
- Ability to work independently and achieve objectives with minimal supervision.
- Excellent written and verbal communication skills to interact and deal effectively with a wide range of stakeholders.
- A ‘digital native’ with excellent database and social media skills
- Up-to-date knowledge and understanding of Trust properties, staff, services, suppliers, and venue hire operations
- Up-to-date knowledge of parliamentary members’ electorates and positions.
- Current driver’s license

Key responsibilities (expanded):

Communication

Demonstrate effective communication (oral and written) in respect to:

- Being a key public point-of-contact with the Trust providing answers to public enquiries
- (With property managers) being a key point of contact for venue hire, with early response, swift follow-up; appropriate information sharing and commercial acumen in problem solving
- Edit / prepare and circulate the Trust's monthly e-news as a stakeholder engagement tool
- Coordinate National Trust social media program working with marketing / media consultant, property managers and volunteers
- Respond to enquiries from politicians, senior public servants and their offices
- Assist in running events at Trust properties
- Provide cover for National Trust southern Tasmanian sites at times of high volume or annual leave.
- Foster volunteers to support the Office Manager role

Provide administrative support for Trust programs

- Maintain the Trust's membership database
- Provide support for the Trust's electronic bookings system (currently Rezdy) and online payment system (currently Eway)
- Coordinate Trust membership drives and fundraising
- Coordinate public programs such as the Heritage Festival where events are put forward by the community
- Provide administrative support for grant applications, reports and acquittals, working closely with the Managing Director
- Prepare papers, minutes and financial reports for Board meetings and board subcommittees
- Undertake annual WHS audits across the portfolio (with volunteer WHS expert)
- Other support as required

Undertake financial processing

- Liaise with the Trust's accountants, Ruddicks and the Trust's Compliance Officer, located in the north of the State
- Process income from museum properties and programs including liaising with property managers
- Uploading invoices to Xero and receipting (with the Trust's Compliance Officer, located in the north of the State)
- Leases: processing of rentals including regular reconciliations
- Income from venue hire, filming and photography
- Maintain Trust conservation appeal funds (auspiced for community groups) incl correspondence
- Maintain financial and other records relevant to Trust conservation projects which are often grant funded
- Compliance: review of contracts, agreements and grant project financial management
- Liaise with the Trust's accountants for financial reports for board meetings incl. reports for individual museums and programs
- The role is at times responsible for security of sites, their collections and monies.

Maintain records (electronic and archival)

- National Trust website including liaison with National Trust NSW website host
 - Personnel
 - Volunteers
 - Membership
 - Collection database including liaison with individuals undertaking audits and data upgrades
 - Maintain the Trust's electronic filing system (Nextcloud)
 - Scanning and uploading of historic and archival documents for public access.
 - Online ticketing for museums and events
 - National Convict Memorial database support TBC
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Key challenges

- The National Trust's resources (including the hours available for this position): Each of the Trust's properties is essentially a small cultural institution in its own right, supporting a broad range of activities. The role acts with a high degree of independence and is required to be 'big picture', prioritizing strategic use of limited resources (including volunteer hours) for optimum outcomes.
 - Public expectations: The National Trust is often assumed to be a branch of Government because of its pioneering work in heritage listing of properties and opening museums. This often leads to expectations of a higher level of resources than actually exist.
 - Relationships: The role maintains relationships with key Trust staff and stakeholders across Tasmania and requires excellent communication, negotiation and delegation skills and a commitment to outcomes reflecting collaboration.
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Key results areas

Communicate effectively

- Communicate concisely and clearly with all stakeholders to build the goodwill of members, volunteers, visitors and the broader community
- Be open, honest and respectful in dealing with all stakeholders
- Write fluently and persuasively in a range of styles and formats
- Remain calm under pressure and in challenging situations
- Be prepared to coach NTT colleagues and volunteers in IT, policies, procedures and systems.

Work collaboratively

- Collaborate with others, value their unique contribution
- Gain consensus and commitment from others
- Show respect for diverse backgrounds, experiences and perspectives

Deliver results

- Achieve results through motivating community support, efficient use of resources and a commitment to quality
- Be proactive in identifying and addressing risks and challenges
- Analyse information, identify interrelationships and make recommendations based on relevant evidence
- Initiate Trust discussions to resolve common issues or barriers to effectiveness
- Provide strategic, accurate and timely advice to assist the Managing Director, committees and the Board to make informed decisions
- Respond flexibly to changing circumstances

Finance and technology

- Use digital technologies to maximize efficiencies and effectiveness
- Understand financial processes and apply them to achieve value for money and minimize financial risk

Optimize Business Outcomes

- Bring knowledge of Trust properties, their operations and staff, together with a customer-service focus, commercial acumen and problem-solving to prioritizing income generation at the properties including through enhanced visitation, public programming, venue hire operations and tenancies.
- Evaluate potential activities to ensure they balance conservation with maximizing public engagement with the Trust's activities.

It is not the intention of this 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 covered above may be amended in accordance with the changing requirements of the role.

Approval date: [April 2022]