



## NATIONAL TRUST OF AUSTRALIA (NSW) POSITION DESCRIPTION

**Title:** Volunteer/HR Coordinator  
**Location:** National Trust Centre, Observatory Hill Sydney NSW  
**Hours of Work:** 35 per week  
**Reporting to:** Director People  
**Department:** Human Resources

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### 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 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 be trusted as a leading guardian of Australia's built, cultural and natural heritage, and defender of our sense of place and belonging in a changing world.

**Mission:** **Advocate** for the conservation of our built, cultural and natural heritage by engaging with the community and government.  
**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.

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### Position Summary

The Volunteer/HR Coordinator is an end to end volunteer engagement role, responsible for developing and implementing a range of policies, induction processes, recruitment, training and engagement strategies to retain and grow volunteer numbers, proficiency and compliance. The role also assists with a number of HR functions including recruitment and staff and volunteer performance and recognition programs

This role will work with our Sydney and regionally based staff and volunteers at the Properties, Branches and Committees to deliver a range of activities, aimed at enhancing the both the volunteering and staffing experience at the National Trust (NSW).

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### Location

The position holder will be based at the National Trust Centre (NTC) Observatory Hill in Millers Point, Sydney. However they will be required to attend other Trust Properties, Branches and Committees around the state as required.

Fundraising
<ul style="list-style-type: none"><li>Assist as required with volunteer and staff fundraising activities and events, including outside of business hours.</li></ul>

**Volunteer Administration**

- Implement and maintain an online volunteer induction, training and support platform.
- Develop and maintain volunteer policies & procedures and ensure all required compliance matters are adhered to and kept up-to-date.

- Develop, implement and maintain online volunteer portal.
- Develop, implement and maintain volunteer policies and procedures.  
Liaise with Properties, Branches and Committees regarding volunteer requirements and induction
- Maintain volunteer contact database.
- Maintain WWCC register
- Administer volunteer enquiries received including:
  - negotiating and confirming start dates,
  - conducting interviews to determine suitability for work as required,
  - maintaining volunteer calendar,
  - preparing volunteer induction packs,
  - preparing and analysing volunteer surveys and other data collection requirements,
- Assist with the recruitment of volunteers as needed, liaising with Marketing on placement of advertisements, preparation of volunteer position descriptions and follow-up of documentation
- Assist the Property Managers and Branch and Committee Chairs with placing volunteers in activities that meet their skills and experience and provide meaningful engagement with the National Trust (NSW).
- Provide information to volunteers on access to forms, policies, training and general volunteer information.
- Assist with budget preparation and expense recording.
- File and retrieve documents and reference materials as required.
- Collate information and draft reports and other documents for Director People as requested.

<b>Volunteer Engagement</b> <ul style="list-style-type: none"> <li>• Develop and deliver a calendar of volunteer communication and events that recognise the contribution the volunteers bring to the National Trust (NSW)</li> <li>• Inform and engage the volunteer base.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and implement induction programs and distribute Welcome letters and Welcome induction packs for new volunteers to ensure they feel valued and are given appropriate support.</li> <li>• Conduct site inductions as required.</li> <li>• Conduct ad hoc volunteer surveys and prepare reports as requested.</li> <li>• Design and implement volunteer recognition schemes including coordinating National and International Volunteer Day activities and State Volunteering Awards.</li> <li>• Coordinate and deliver the volunteer and staff Honours awards program annually.</li> <li>• Represent the National Trust (NSW) at various forums including volunteer expos and present information to individuals and groups as required.</li> <li>• Supervise volunteers within the office and at internal and external events as required.</li> </ul>
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<b>Staff Recruitment</b> <ul style="list-style-type: none"> <li>• Assist Director People with recruitment processes.</li> </ul>	<ul style="list-style-type: none"> <li>• Undertake job advert placement, interviews, reference checks and other recruitment based activities as required</li> </ul>
<b>WHS Coordination</b> <ul style="list-style-type: none"> <li>• Coordinate compliance training for staff and volunteers</li> <li>• Assist Director People with Workers Compensation management for staff and volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• Liaise with Properties and Managers to coordinate required compliance training for staff and volunteers.</li> <li>• Coordinate the refresh of First Aid kits and other WHS equipment</li> <li>• Assist in the preparation of Workers Comp paperwork for liability claims</li> </ul>
<b>Self-management</b> <ul style="list-style-type: none"> <li>• Liaise effectively with all levels of the National Trust (NSW), other state National Trusts', members and the general public.</li> </ul>	<ul style="list-style-type: none"> <li>• Use of effective written and verbal communication skills in engagement with Directors, staff and volunteers.</li> <li>• Positive participation in regular team meetings.</li> <li>• Ensure Director and team are kept up-to-date as much as possible.</li> </ul>

### Key challenges

- Developing and embedding a culture of cohesive engagement, compliance and coordination for all volunteer collateral, recruitment, data management and support across the National Trust (NSW).

- Building and developing relationships and delivering clear communications with volunteers and staff located in a geographically dispersed portfolio.
- Developing and growing community interest in National Trust activities.
- Delivering volunteering initiatives within budget.
- Coordinating and prioritising multiple internal and external stakeholder interests, expectations and timelines.

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### **Qualifications / Experience**

- Relevant tertiary qualifications or equivalent work experience.
- Senior level experience in volunteer management/coordination and Human Resource management, preferably in the cultural or not-for-profit sector.
- Proficiency in MS Office suite of applications
- A class C driver's license.
- A current NSW Working with Children Check number (WWCC).

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### **Physical Requirements**

- Ability to perform standard office-based tasks including computer use.
- Ability to stand and walk for extended periods of time.
- Able to spend extended periods of time travelling in a car.

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### **Selection Criteria**

- Demonstrated advanced administrative experience.
- Demonstrated experienced in providing exceptional customer service.
- Experience with public speaking and comfortable presenting information to groups.
- Proficient with MS Office products, survey tools and database management.
- Strong interpersonal skills and demonstrated ability to interact professionally with a diverse group of volunteers and staff across multiple locations.
- Effective time management and organisational skills demonstrated through ability to meet deadlines and prioritise.
- Excellent written and verbal communication, with the ability to influence and negotiate.
- Excellent attention to detail.
- Budget management experience, with the ability to make the most of limited resources.
- Demonstrable understanding of Not-for-Profit ethos and values.
- Willingness to work outside of normal work hours to assist with events.
- Willingness to undertake training and development opportunities as appropriate.

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### **Key Result Areas**

#### **Resilience and Courage**

- Offer honest feedback/advice in a respectful manner
- Remain calm under pressure and in challenging situations

**Act with Integrity**

- Understand and adhere to the organisations values and policies
- Act to prevent and report misconduct, illegal and inappropriate behaviour

**Value Diversity and Inclusion**

- Consideration of and demonstrated delivery of diversity and inclusion strategies

**Communicate Effectively**

- Communicate concisely and clearly with all staff, volunteers and stakeholders and maintain the goodwill of volunteers and the broader community
- Write fluently and persuasively in a range of styles and formats

**Commitment to Customer Service**

- Provide customer focused services consistent with organisational values and objectives

**Influence and Negotiate**

- Lead and facilitate productive discussions with staff and stakeholders

**Deliver Results**

- Achieve results through efficient use of resources and a commitment to quality outcomes
- Build a culture of respect and understanding across the organisation

**Plan and Prioritise**

- Understand the department's objectives and align operational activities accordingly
- Initiate, and develop team goals and plans and use feedback to inform future planning

**Project Management**

- Deliver timely and quality projects within budget

**Manage and Develop Volunteers**

- Develop team capabilities and recognise and develop potential in volunteers across the Trust
- Recognise performance issues that need to be addressed and work towards resolution of issues

**Optimise Business Outcomes**

- Initiate and develop longer-term goals and plans to guide the work of the organisation in line with the Trust's objectives

**Change Management**

- Clarify purpose and benefits of continuous improvement for staff and volunteers, providing coaching as required

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*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: March 2023