



## NATIONAL TRUST OF AUSTRALIA (NSW) POSITION DESCRIPTION

<b>Title:</b>	Receptionist/HR Admin Assistant
<b>Location:</b>	National Trust Centre, Observatory Hill Sydney NSW
<b>Hours of Work:</b>	35 per week
<b>Reporting to:</b>	Director People
<b>Department:</b>	Human Resources

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### The Organisation

The National Trust (NSW) is the State's largest community based conservation organisation. It operates a number of important museums and historic properties whilst also looking after a large collection of objects and archaeological artefacts.

The Trust is committed to providing educational and cultural services that will enhance public knowledge and enjoyment of these resources and is significantly reliant on the support of over 1,000 volunteers.

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<b>Vision:</b>	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.
<b>Mission:</b>	<b>Advocate</b> for the conservation of our built, cultural and natural heritage by engaging with the community and government. <b>Conserve</b> and protect our built, cultural and natural heritage by example, advice and support. <b>Educate</b> 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 Receptionist/HR Admin Assistant is the first point of contact for visitors to the National Trust and has responsibility for the appearance of the office and coordination of all office supplies, set-up and booking of venue hire within the building.

They will also provide general administrative support for the Human Resources portfolio and other project-based support as required.

This role will work with our Sydney-based staff at the National Trust Centre, and will liaise closely with staff and volunteers at the Properties, Branches and Committees to promote the activities and brand of 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.

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### Key Accountabilities

The position holder has responsibility for:

**Reception:**

- Greeting public and offer assistance or direction as needed within the building.
- Handling of public enquiries by phone, website and over the counter.
- Daily opening and distribution of mail and mail registration prior to daily collection.
- Daily registration of incoming payments through the mail.
- Management of courier services and deliveries.
- Oversight and ordering of stationery stock levels and cleaning products, including reconciliation of stationary invoices.
- Management of stationery area to ensure it is kept stocked and orderly.
- Oversight of collection of kitchen linen and tablecloths from drycleaner.
- Responsibility for clean and tidy appearance of reception area and spot clean of venue hire rooms and other public areas downstairs as required.
- Responsibility for clean and tidy appearance of staff kitchen, including stacking/emptying of dishwasher.
- Assistance with other administrative tasks as may be required from time to time (mailouts, labels, badges, data entry, recruitment admin, compilation of volunteer information etc).

**Venue Hire**

- Promotion and coordination of bookings for venue hire rooms, including invoicing.
- Set up and bump out of venue hire rooms.
- Issuing and management of venue hire agreements in relation to room bookings.
- Liaison with clients in relation to venue hire requirements.
- Assisting with internal room booking arrangements, as requested.
- Review of venue hire fees annually, in consultation with Director, People.

**HR Coordination**

- Recording of Volunteer hours on database and providing data to Volunteers Coordinator
- Acknowledgment of recruitment applications and follow-up letters, scheduling of interviews, reference checking and employment file management
- Liaison with Properties and Committees to replenish First Aid Kits and service WHS equipment
- Mock-up of volunteer collateral as required by Volunteer/HR Coordinator
- File management

**Membership *(if time permits)***

- Handling of membership enquiries by phone, email, website and over the reception counter.
- Processing of Membership correspondence and payments (time permitting).
- Processing and banking renewals and new membership applications on Membership database, issuing cards and membership packs as requested (time permitting).

- Updating membership database (time permitting).
- Mail out of membership letters.
- Disseminating information on reciprocal rights overseas (UK Trust list etc.) as necessary.
- Other membership duties which may be requested from time to time, time permitting.

#### **Ad Hoc Duties:**

As directed by the Director, People or Volunteer/HR Coordinator

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#### **Terms and Conditions:**

- Strict confidentiality must be maintained at all times
- The Clerical and Administrative Employees Award is acknowledged as providing the basic conditions of employment.

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#### **Goals and Performance Appraisal:**

Performance will be reviewed annually in May each year.

Goals will be assessed as part of the process of developing an annual departmental work plan, into which the incumbent has direct input.

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#### **Essential Skills and Qualifications**

- Excellent oral and written communication.
- Demonstrated experience in a front desk or customer care environment.
- Experience in People Management concepts, processes and data management
- Experience in IT concepts and database management.
- Demonstrated experience in busy environment.
- High level of initiative, and demonstrated ability to work successfully within a team, as well as independently.
- Proficiency in Microsoft Office365; demonstrated aptitude for learning new software programs.
- Excellent attention to detail and demonstrated confidence in handling customer queries with empathy and tact.
- Good numerical skills and able to reconcile expenses and invoices
- Willingness to work as part of a team.
- Willingness to engage with all members of the public, NT Staff and Contractors in an open and friendly manner.
- Physically fit and able to move furniture and walk up and down stairs

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#### **Desirable skills or qualifications**

- HR Diploma or higher degree in People Management
- Familiarity with a CRM database
- Experience with database management
- Experience in Microsoft Teams and various reception telephone systems

- Experience with photography, content creation or graphics is highly desirable, as is a proficiency in Adobe Photoshop, Illustrator or InDesign.
- Familiarity with social media applications including Facebook, Twitter, Instagram, and LinkedIn
- Interest in the goals of the National Trust, Australian Heritage and Conservation

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### **Key challenges**

This role needs to be responsive to the multiple demands that come through the door at any given time so an ability to be able to balance competing priorities is essential. There is however a guarantee that the work will involve a wide variety of subject matter so flexibility and adaptability are required.

This will be achieved through:

- Building and maintaining relationships across the Properties, Branches and Committees
- Keeping informed and up to date with what's happening at the Trust to be able to offer current and relevant information to our key stakeholders and the public.
- Working with a diverse stakeholder group to deliver the Trust's priorities
- Maintaining high levels of personal enthusiasm, commitment to and involvement in the work of the Trust. This may sometimes (by negotiation) include engagement in weekend and evening activities.

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### **Key Result Areas**

#### **Resilience and Courage**

- Be open, honest and respectful in dealing with all stakeholders, particularly our members and the general public
- Remain calm under pressure and in challenging situations

#### **Act with Integrity**

- Understand and adhere to the organisation's values and policies
- Represent the organisation in an honest, ethical and professional way and encourage others to do so, following the Trust's values and policies

#### **Value Diversity and Inclusion**

- Show respect for diverse backgrounds, experiences and perspectives

#### **Communicate Effectively**

- Communicate concisely and clearly with all stakeholders and maintain the goodwill of volunteers and the broader community
- Listen to others and respond with respect

#### **Commitment to Customer Service**

- Provide customer focused services consistent with organisational values and objectives

**Work Collaboratively**

- Collaborate with others and value their unique contribution

**Influence and Negotiate**

- Gain consensus and commitment from others
- Negotiate from an informed and credible position

**Deliver Results**

- Achieve results through the efficient use of resources and a commitment to quality

**Plan and Prioritise**

- Effective planning to achieve priority outcomes
- Respond flexibly to changing circumstances

**Think and Solve Problems**

- 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
- Provide accurate and timely data to assist Portfolio make well informed decisions

**Finance**

- Understand and apply financial processes to achieve value for money and minimise financial risk

**Technology**

- Understand and use available technologies to maximise efficiencies and effectiveness

**Optimise Business Outcomes**

- Evaluate potential activities to ensure they balance environmental and heritage concerns with the need to maximise public involvement in the Trust's activities

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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