



NATIONAL TRUST OF AUSTRALIA (NSW) POSITION DESCRIPTION

Role:	Property Manager, Everglades House & Gardens
Department:	Commercial
Primary Location:	Everglades House & Gardens, Leura
Direct Manager:	Director Commercial
Direct Reports:	Head Gardener Visitor Experience Coordinator (PT) Duty Managers (casual) Cleaner (casual) National Trust volunteers based at Everglades
Employment status:	Permanent full-time
Hours of work:	35 per week including one weekend a month

Organisation Overview

The National Trust of Australia (New South Wales) is Australia's leading heritage conservation organisation, a not-for-profit, community based charity in operation for more than 75 years. Our vision is to bring the heritage of New South Wales to life for future generations through advocating for the conservation and protection of our built, cultural and natural heritage.

Everglades House & Gardens is a property of the National Trust of Australia (NSW) best known for its spectacular European inspired inter-war period garden and an Art Deco house, set amongst native bushland with views of the Blue Mountains; it is considered a highly significant historic property which attracts many visitors.

Primary Purpose

The Property Manager Everglades House & Gardens has responsibility for all aspects of the visitor experience and management of Everglades House & Gardens, to ensure it is a welcoming, accessible and inclusive environment. The position holder works closely with the Director, Commercial to enable growth and development of commercial opportunities at Everglades House & Gardens.

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 Everglades House & Gardens. 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, general entry open days, group bookings, guiding, tearooms and delivery of venue hire in accordance with National Trust policies and procedures, and relevant legislation including WHS.
- Developing and implementing relevant strategies to realise revenue generating opportunities at the property, including but not limited to exhibitions, group visits, venue hire, public programming and catering that increase and diversify audiences.
- Leading and managing staff and volunteers working onsite 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 networks and partnerships with other cultural, government and educational institutions in the region, including local tourism and business alliances.
- 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.
- The role works closely with the Conservation Department, which is responsible for property and collections conservation, maintenance and presentation.
- Ensuring that management and conservation outcomes are in accordance with the Conservation Management Plan, National 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 heritage property within budget, whilst improving visitation and financial performance.
- Balancing the commercial objectives against conservation, visitor services, interpretation and management issues that may impact the property.
- Leading and managing a team of staff and volunteers; and working across a diverse stakeholder group.
- Given the property operate with minimal staff and a 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.

Qualifications or Experience

- Proven experience leading successful commercial operations in a heritage, museum or tourism setting

- Proven experience managing a customer service environment and encouraging high standards of visitor experience.
- Qualifications in, or extensive experience of, Cultural Tourism, Event 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.
- 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
- 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 by the National Trust including Microsoft Word, Excel, PowerPoint, VEND (point of sale system or similar), EFTPOS

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.

Revised Date: January 2024