

# Visitor Experience Coordinator - Everglades

The National Trust of Australia (NSW)  
Leura, Blue Mountains & Central West NSW  
Management (Hospitality & Tourism)

## Visitor Experience Coordinator - Everglades House and Gardens

### National Trust of Australia (NSW)

- **Location:** Leura, NSW
- **Job Type:** Part-time, 28 hrs week (includes 1 weekend day)
- **Category:** Museums and Galleries
- **Sectors:** Arts, Culture, Heritage
- **Reports to:** Property Manager, Everglades House & Gardens

### Overview

The National Trust of Australia (NSW) is a community based, not-for-profit conservation organisation which has been operating 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.

Located in Leura, Everglades House & Gardens features an Art Deco house and European inspired inter-war garden, set amongst native bushland. The visitor experience includes open days, guided tours, exhibitions, events, and venue hire opportunities, plus a small retail and gallery space.

As Visitor Experience Coordinator, you will be responsible for all aspects of the visitor experience to ensure it is a welcoming, accessible, and inclusive environment.

### About the Role

We are seeking dynamic, customer focussed Coordinator to take responsibility for oversight and management of the visitor experience at Everglades House & Gardens with support from a team of casual Duty Managers and enthusiastic volunteers.

The role requires a high level of coordination and exceptional people skills, as well as a deep understanding of what makes a good customer experience.

This is a part-time permanent position for 28 hours per week, including one weekend day a week. The days of working will depend on property activities and a high degree of flexibility is essential.

## **About you**

Ultimately, what makes this a truly special job will be your ability to shape the visitor experience at one of our flagship properties during a time of growth.

It's a dynamic role at a heritage site and we need someone who can take on a challenge. To deliver this role successfully, you'll need to have:

- A keen eye for detail, taking on responsibility for all aspects of the visitor experience
- Experience in recruiting and co-ordinating volunteers, with an ability to provide on-the-job leadership and training
- An understanding of what good customer service is and an ability to create an environment that encourages others to achieve high standards of visitor experience
- A passion for enabling access to cultural heritage sites and ensuring all visitors feel welcome
- Knowledgeable about office management, including possessing basic financial management skills
- Demonstrated experience in managing events and overseeing multi-faceted activities that require close supervision
- Excellent time management skills and an ability to constantly re-prioritise tasks to ensure completion within required timeframes
- Excellent communication, customer service and teamwork skills, including an ability to conduct guided tours
- Experience working in a museum, heritage property or heritage environment
- Proficient Microsoft Office skills (including Word, Excel and Outlook)
- An understanding of and commitment to the National Trust's aims, objectives and workplace values
- A valid driver's license

Some understanding or exposure to café/tea room activities would also be desirable as you will have responsibility for organising catering on occasion and supporting the tea rooms by purchasing supplies, conducting stock control, and rostering volunteers for tearoom operations.

You must be **fully vaccinated** and have the **right to live and work** in Australia to apply for this job. All property staff are expected to hold or obtain a current **Working With Children Check**.

For a full position description or any enquiries call: [02 9258 0159](tel:0292580159) or email [hr@nationaltrust.com.au](mailto:hr@nationaltrust.com.au)

To apply, submit your CV together with a covering letter addressing the key accountabilities to: [hr@nationaltrust.com.au](mailto:hr@nationaltrust.com.au)

**While Applications close 10 March 2024, don't delay!** We review applications when we get them, and if we discover the ideal candidate, we may close the role earlier than the advertised close date.