



NATIONAL TRUST OF AUSTRALIA (NSW) POSITION DESCRIPTION

Role:	Visitor Experience Coordinator, Retford Park
Department:	Commercial
Primary Location:	Retford Park, Bowral
Direct Manager:	Property Manager, Retford Park
Direct Reports:	Volunteers
Employment Status:	Permanent part-time
Hours of work:	23 hours per week, incl. 2- 3 weekend days across a 4-week period

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 now and into the future through advocating for the conservation and protection of our built, cultural and natural heritage.

Retford Park is a property of the National Trust of Australia (NSW) with great heritage significance as its European history extends back to grants of land promised to Edward Riley senior by Governor Macquarie in 1821. Set in rolling green hills behind Bowral, Retford Park is a grand Italianate style residence with extensive formal gardens.

Primary Purpose

The Visitor Experience Coordinator reports to the Property Manager and is responsible for ensuring that Retford Park is a welcoming, accessible and inclusive environment. This includes but is not limited to: coordinating group bookings, venue hire, delivering house and garden tours, management of events and the delivery of public programs including coordinating volunteers, open days etc. They will also work closely with volunteers in other areas of property activity such as reception, retail, and administration to ensure a positive experience that enables visitors to get the most out of their visit.

Hours

This is a part time position for 23 hours per week, 2- 3 weekend days across a 4 week period including 2 weekend days per month. The days of working will depend on property activities and a high degree of flexibility is essential.

Key Accountabilities

The Visitor Experience Coordinator is responsible for:

- Coordinating all visitor activities on site including group bookings, venue hire, tours, events and open days
- Leading and motivating the volunteers working onsite to deliver an exceptional visitor experience
- Coordinating and managing group booking and venue hire enquiries and bookings
- Perform the role of Duty Manager on open days as part of a rotating roster with other staff

Other Responsibilities and Accountabilities

In conjunction with the Property Manager, the Visitor Experience Coordinator will:

- Develop the visitor experience at Retford Park, and maintain a high level of customer service and property presentation

- Develop processes and procedures for open days, venue hire and group bookings and oversee the coordination/delivery of these programs
- Act as point of contact for visitor enquiries and undertake related administration tasks such as ticketing, correspondence, invoicing, receipting
- Act as the point of contact and coordination for third party event operators and venue hires on site, including installation and bump out, in consultation with the Property Manager
- Deliver visitation reports and assist with the preparation of weekly financial records, monthly reports and other reporting as requested
- Maintain efficient communications between colleagues and volunteers over the weekend roster cycle
- Follow all policies and procedures of the National Trust, consulting fully with the Property Manager and other National Trust staff as required

Key Challenges

- Retford Park is a high profile property in the Southern Highlands region. It operates with minimal support staff and a large group of volunteers. Flexibility, practicality and versatility are required to ensure that the House, Garden and any program that is being run is staffed and presented adequately.
- The role requires an ability manage disparate tasks and competing priorities with limited resources.

Qualifications or Extensive Experience

1. Proven experience coordinating a customer service environment and encouraging high standards of visitor experience.
2. Qualifications in Cultural Tourism, Event Management or other relevant discipline desirable
3. Excellent communication, customer service and team work skills, including ability to conduct guided tours.
4. Experience co-ordinating volunteers and ability to provide on-the-job leadership and training.
5. Experience in managing events and overseeing multi-faceted activities that require close supervision
6. Experience/knowledge of working in a museum, heritage property or heritage environment preferred.
7. Excellent time management skills and ability to constantly re-prioritise tasks to ensure completion within required timeframes.
8. Knowledge of office management, including basic record keeping and financial management.
9. 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.
10. Current First Aid Certificate (or willingness to gain)
11. Current Working With Children Check

Key Result Areas

Resilience and Courage

- Be open, honest and respectful in dealing with all stakeholders
- Remain calm under pressure and in challenging situations
- Strong interpersonal, negotiation, communication and liaison skills required
- Strong prioritising, time management, organisation and planning skills required

Act with Integrity

- Represent the organisation in an honest, ethical and professional way and encourage others to do so

Value Diversity and Inclusion

- Show respect for diverse backgrounds, experiences and perspectives

Communicate Effectively

- Communicate concisely and clearly with all stakeholders, volunteers, National Trust staff, community groups as required and maintain the goodwill of volunteers and the broader community

Work Collaboratively

- Collaborate with others and value their unique contribution
- Build a culture of respect and understanding across the organisation
- Recognise outcomes which resulted from effective collaboration between teams

Technology

- Working knowledge of the main POS and office software applications used by the National Trust including VEND (or similar), Microsoft Word, Excel and PowerPoint.

Finance

- Understand and apply financial processes to assist volunteers to undertake financial transactions effectively and minimise financial risk at properties
- Accurate and relevant information on finance and risk is provided to the Property Manager to enable effective decision making

Think and Solve Problems

- Think, analyse and consider the broader context in which the National Trust operates in regional areas and nationally to develop practical solutions to everyday issues at the Property

Inspire Direction and Purpose

- Build a shared sense of direction with volunteers, clarifying priorities and goals and inspiring others to achieve them

Project Management

- Coordination, management and project delivery of ad hoc projects as required by the Property Manager

Optimise Business Outcomes

- Manage resources effectively
- Ensure volunteers have the appropriate skill sets required to operate effectively at the property including training or mentoring

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: February 2025