



NATIONAL TRUST OF AUSTRALIA (NSW) POSITION DESCRIPTION

Role:	Conservation Coordinator
Department:	Conservation
Primary Location:	National Trust Centre (NTC) Observatory Hill, Millers Point, Sydney
Reporting Manager:	Senior Conservation Officer
Direct Reports:	Nil
Hours of work:	14 - 21 hours per week (2-3 days per week)

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.

Primary Purpose of Role

This role is an opportunity for a current student or recent graduate with an interest in heritage to work at the National Trust and gain experience in best practice conservation and heritage work across NSW.

This role is responsible for providing administrative support to the Conservation Department as well as coordination of a number of discrete conservation related functions including, but not limited to:

- Management of the National Trust Register.
 - Responding to email and phone enquiries from the general public.
 - Managing our External Restoration Appeals program.
 - Coordinating our Property Certificate Services.
 - Assisting with management of our technical committees.
 - Liaising with and supporting the Trust's local and regional Branches.
 - General administrative duties including filing.
-

Key Accountabilities

The position holder has responsibility for:

Technical Committees & Trust Register

- Ensuring new listings are entered into the register database accurately and regularly.
- Correcting existing register entries to ensure the database is accurate at all times.
- Issuing notification letters for new entries onto the Trust Register.
- Tracking and reporting on all register and public enquires.
- Writing minutes and agendas for technical committee meetings.

Restoration Appeals

The National Trust runs a Tax-deductible Restoration Appeals Service, allowing many organisations (primarily churches) to fundraise and repair their heritage buildings. This role, while not overseeing the conservation works, will co-ordinate and administer this service.

- Facilitating and processing all tax deductible appeals.
- Proactively liaising with appeal contacts to ensure that they are submitting correct paperwork.
- Preparing data and reports as required.

Property Certificates Service

The Trust Register is not publicly available at present, and we often get formal property inquiries regarding whether or not a property is heritage listed. The Trust charges for this service and it is a significant revenue stream.

- Coordinating our property certificate service, including preparing and processing enquiries efficiently and ensuring invoicing is up to date and accurate.

General Administration

- Leave register for the Conservation Department.
- Assisting with the creation and writing of documents, letters etc.
- Filing and organisation of reports and documents.

Key challenges

Supporting the National Trust as a highly respected and recognised advocacy, conservation and educational body by:

- Building and maintaining relationships whilst remaining true to the independence of the Trust.
- Working across 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.

Essential Skills and Qualifications

- Strong administrative skills, with a demonstrated ability to develop and implement new processes.
- Demonstrated ability to succeed under pressure and manage competing priorities while meeting challenging deadlines, as well as strong attention to detail
- Strong verbal communication skills, customer service experience (desirable), and a friendly, positive, and professional manner.
- Good attention to detail to ensure all information provided by the Trust is delivered in a timely fashion and with a high level of accuracy.
- Strong written communications skills and the ability to communicate to different audiences for a range of purposes.
- High level of initiative, and demonstrated ability to work successfully within a team, as well as independently.
- Proficiency in Microsoft Office365 and Adobe suite preferable, demonstrated aptitude for learning new software programs.
- Tertiary qualification (in progress or completed) in a discipline related to heritage such as archaeology, architecture, archives, collections, history, or a related discipline is desirable but not necessary.

Department Overview

The Conservation Department overall is responsible for:

- Advocating for the conservation of our built, cultural and natural heritage.
 - Maintaining the National Trust Register.
 - Providing technical conservation expertise across the Trust's property and collections portfolio.
 - Providing advocacy support to both private organisations and the general public.
 - Managing all archive and library services on behalf of the Trust.
 - Operating the Trust's Restoration Appeals and Register Enquiries services.
 - Managing the Trust's expert technical advisory committees.
 - Managing and supporting the Trust's local and regional Branches.
-

Key Result Areas

Resilience and Courage

- Be open, honest and respectful in dealing with all stakeholders
- 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
- 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

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

- Research and analyse information, identify interrelationships and make recommendations based on relevant evidence
- 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

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

- Manage resources effectively

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: April 2025