



NATIONAL TRUST OF AUSTRALIA (NSW) POSITION DESCRIPTION

Role:	Gardener/Maintenance Officer, Norman Lindsay Gallery
Department:	Galleries
Primary Location:	Norman Lindsay Gallery, Faulconbridge
Direct Manager:	Events and Operations Manager, Norman Lindsay Gallery
Direct Reports:	Gardening volunteers
Employment Status:	Permanent Full-time
Hours of work:	37.5 hours 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 for future generations through advocating for the conservation and protection of our built, cultural and natural heritage.

This role is located at Norman Lindsay Gallery at Faulconbridge in the Blue Mountains. Set in formal gardens and surrounded by native bushland, the Gallery, grounds and etching studio showcases Norman Lindsay's many paintings and sculptures depicting Bohemianism and Arcadian pantheism.

Primary Purpose

The Gardener/Maintenance Officer reports to the Events and Operations Manager and is responsible for general maintenance of the grounds, Gallery and other buildings. This includes but is not limited to: mowing and general gardening duties, maintenance of minor house repairs and water features, ad hoc property cleaning, rubbish removal and general handyperson work to ensure the smooth running and overall presentation of the property. They will also work closely with the Events and Operations Manager and gardening volunteers and assist with set up and bump out of events/ venue hire activities as required.

Hours

This is a permanent full-time position for 37.5 hours per week and may, from time to time, include some weekend hours. The days of working will depend on property activities and a high degree of flexibility is essential.

Key Accountabilities

The Gardener/Maintenance Officer is responsible for general grounds and property maintenance duties consisting of:

Gardening duties

- Developing a seasonal garden and grounds plan in keeping with the Conservation Management Plan for the Property.
- Operating machinery used in garden work (e.g. mowers, chainsaw, brush cutters, blowers etc) in a safe manner in accordance with WH&S Policy.
- Maintaining the grounds, including ensuring the grass is regularly cut, the borders and pathways maintained (clear & free from debris) weeding, mulching and pruning are

undertaken, plantings undertaken according to the maintenance schedule and plants are properly watered and fertilized.

- Undertake tool and equipment maintenance as instructed or required, including regular servicing as per maintenance schedule.
- Reporting any hazards or WH&S issues to Events and Operations Manager & Facilities Manager.
- Implementing any gardening or maintenance projects as directed.
- Manual handling in accordance with WH&S guidelines and SWMS.

Building & infrastructure maintenance and cleaning – Gallery/Etching Studio/ Amenities

- Maintain buildings and infrastructure such as cleaning amenities, windows, paths and gutters, keeping stormwater drains and pits clear, and similar duties; including any required contractor management in accordance with adhering to Worksafe Policies & Procedures required to ensure the personal safety of all workers, volunteers, staff and visitors to the property.
- Carrying out all minor maintenance tasks as per instructions and perform miscellaneous repair jobs within the skill level of the position.
- Carrying out pest control, including setting traps and baiting for rats and other vermin around the Gallery, etching studio and sheds. Ensuring all staff and visitors on the property are aware in advance of the instigation of pest control treatments.
- Reporting matters pertaining to building and grounds maintenance noticed in the conduct of duties to the Events and Operations Manager &/or Maintenance Manager as soon as practicable. This includes any potential work, health and safety risk.
- Ensuring storage/ utility areas are kept tidy and secure and that all locks are maintained in good working order.
- Ensuring adequate stocks of cleaning products and bathroom supplies at all times.
- Removal of litter and rubbish from all buildings and disposing of it appropriately.
- Assisting the Events and Operations Manager with set up and bump out for events/ venue hire activities on site, and during events as required.
- Assisting with response to incidents as they arise at Norman Lindsay Gallery.
- Assisting with securing of premises as required if rostered on duty during events/ venue hire activities.
- Liaising with the public and volunteers in a polite & courteous manner as a representative of the National Trust of Australia (NSW).

This role also works closely with the Conservation Department, which is responsible for property and collections conservation, maintenance and presentation.

Key Challenges

- Normal Lindsay Gallery is a high profile property in Blue Mountains. It operates with minimal support staff and a dedicated group of volunteers. One of the main challenges the Gardener/Maintenance Officer is faced with is the need to schedule their duties around the activities that might be taking place within the Gallery, buildings or gardens and grounds.
- Flexibility, practicality and versatility are required to ensure that they don't impact any visitor experience whilst allowing the property to be presented to its best advantage.
- The position requires the use of a wide range of equipment including ride-on mowers, push mowers, chainsaw, brush cutter, hedge clippers, mulcher, high pressure water cleaner, gardening implements and power and hand tools. Appropriate training and qualification in the use of this equipment will need to be demonstrated.

- It is also a challenge to prioritise disparate tasks with limited resources and maintain efficient communications between colleagues and volunteers over the roster cycle.

Key Performance Measures

- Gallery, surrounding buildings and grounds are well maintained and well-presented for open days and events/ venue hire activities
- Positive feedback from Manager on work undertaken and attitude.
- Punctuality and general presentation.
- Set up and bump out of venue to host events and venue hire activities delivered seamlessly with positive feedback from venue hire and event clients
- Maintain high levels of personal enthusiasm, commitment to and involvement in the work of the National Trust, including engagement in maintaining a strong team ethic at Norman Lindsay Gallery

Qualifications, Skills and Knowledge

- Relevant qualifications in a discipline related to the built environment such as building maintenance, horticulture, landscaping or extensive experience within these industries
- The use of garden machinery and tools and necessary safety requirements associated with their use.
- Current Chem Cert relating to the use of pesticides (and natural alternatives to pesticides) in accordance with Work Cover safe working procedures.
- Current First Aid Certificate (or willingness to gain)
- Class C driver's license
- 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 NSW Working with Children Check number (WWCC)

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

- 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

Communicate Effectively

- Communicate concisely and clearly with all stakeholders and maintain the goodwill of volunteers and the broader community

Work Collaboratively

- Facilitate opportunities to engage and collaborate with internal and external stakeholders to develop joint solutions
- Build a shared sense of direction, clarify priorities and goals and inspire others to achieve them

Commitment to Customer Service

- Provide efficient customer focused services to staff and volunteers consistent with organisational values and objectives

Deliver Results

- Complete work tasks to agreed budgets and timeframes, with a commitment to quality outcomes

Think and Solve Problems

- Think, analyse and consider the broader context to develop practical solutions

Equipment and Tools

- Understand and use appropriate equipment to maximise efficiencies and effectiveness
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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: Aug 2025