



NATIONAL TRUST OF AUSTRALIA (NSW) POSITION DESCRIPTION

Role:	Properties Manager, South
Department:	Properties, South
Primary Location:	Southern Highlands/National Trust Centre (NTC), Sydney
Direct Manager:	General Manager Properties, South
Direct Reports:	NIL <i>Properties in Portfolio coordinated by this role:</i> <ul style="list-style-type: none">• <i>Harpers Mansion</i>• <i>Golden Vale</i>• <i>Riversdale</i>• <i>Cooma Cottage</i>
Hours of Work:	21 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

The role is responsible for the management, co-ordination and support of all operational, day to day and program aspects of four (4) National Trust NSW regional properties that are either managed by a Volunteer Management Committee, volunteers at the properties generally or have casual staff performing work at those properties.

This includes but is not limited to, day to day administration and volunteer coordination of activities such as venue hire, bus group bookings, coordination of all public programs and education visits, coordination and support for events and assistance with promotion of property activities.

This role will also provide administrative support to the General Manager Properties, South, across all properties in the portfolio and will work closely with the Conservation Department, which is responsible for property and collections conservation, curation and maintenance.

Key Accountabilities

The position holder has responsibility for:

- Co-ordinating and supporting the casual staff, Volunteer Management Committees and volunteers in all aspects of the management and public visitation of the Volunteer properties within the portfolio
- Assisting the Volunteer properties and the GM Properties South in all areas of budgeting and financial management

- Supporting the General Manager Properties, South on a range of administrative tasks such as reconciliation of property invoices, coordination of group bookings, events and management of property emails
- Assisting the General Manager Properties, South, to engage and negotiate with both internal and external stakeholders to improve visitation, access grant funding and implement a sustainable commercial strategy for each property
- Assisting the General Manager Properties, South in working with these properties to develop public programming for a variety of audiences, including the delivery of events, exhibitions and education programmes
- Upholding the National Trust governance requirements and ensuring key requirements are communicated across the portfolio
- Exercising due diligence to ensure work health and safety risks are addressed
- Undertaking all other tasks and duties in consultation with the General Manager Properties, South, of relevance to the position

Key challenges

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

- Improving the visitation and financial performance of the Volunteer properties within the portfolio by managing and supporting the Volunteer Committees and volunteers to deliver an exceptional visitor experience
- Working with General Manager Properties, South to develop and implement a coordinated approach to commercial revenue streams that can be scaled as appropriate for volunteer properties
- Positioning the Trust as relevant to culturally diverse and cross-generational groups and enhancing the profile, association and interest in the properties through greater community engagement, promotion and collaborative programs
- Maintaining current knowledge of financial processes and any legislative requirements and assisting with their implementation
- Providing clear communication lines between Trust staff and volunteers located in a geographically dispersed portfolio
- Maintaining personal enthusiasm, commitment to and involvement in the work of the Trust, including engagement in weekend and evening activities

Qualifications and Skills

- Operation and administrative experience in management of a multi-site cultural attraction, with a focus on the ability to develop and improve revenue streams
- Relevant tertiary qualifications or experience in Cultural Tourism, Education, Museum Studies or other relevant discipline
- Excellent interpersonal and communication skills, with ability to problem solve
- Excellent computer skills and financial acumen.
- Understanding of heritage or cultural significance of properties in portfolio
- Ability to lead and engage a diverse group of stakeholders, with particular reference to management of volunteers

- Class C driver's license and a willingness to travel on a regular basis to the various regional locations
 - 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
- 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

- Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions, programs, promotion and events in regional communities, where possible

Technology

- Working knowledge of the main software application used by committees including Microsoft Word, Excel, PowerPoint and some graphic design software

Finance

- Understand and apply financial processes to assist Volunteer Committees and volunteers to achieve value for money and minimise financial risk at properties
- Accurate and relevant information and reporting on finance and risk is provided to the General Manager Properties, South 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 regional properties
- Research and analyse information, identify interrelationships and make recommendations based on relevant evidence

Inspire Direction and Purpose

- Build a shared sense of direction with staff, volunteers and volunteer committees; clarify priorities and goals and inspire others to achieve them

Project Management

- Coordination, support and, if required, project assistance with any grant or appeal related project for volunteer properties withing the portfolio, at the direction of the General Manager Properties, South

Optimise Business Outcomes

- Ensure staff, volunteers and volunteer committees have the appropriate skill sets required to manage the properties including induction, 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.

Approval Date: August 2025