



NATIONAL TRUST OF AUSTRALIA (NSW) JOB DESCRIPTION

Title:	Museum Officer
Location:	Old Government House, Parramatta and Experiment Farm Cottage, Harris Park
Reporting to:	Property Manager Old Government House (OGH) and Experiment Farm Cottage (EFC)
Department:	Properties, South
Direct Reports:	National Trust Volunteers
Hours:	Casual shifts on a rotating roster over a 4 week period. Includes weekend work

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.

The Trust is committed to providing educational and cultural services that will enhance public knowledge and enjoyment of these resources.

Position Summary

The Museum Officer Manager reports to the Property Manager and is responsible for oversight and management of the daily activities of Old Government House, Parramatta, and Experiment Farm Cottage, Harris Park to ensure they are a welcoming, accessible and inclusive environment. These are two highly significant historic museum properties which require exceptional care and attention in their daily operation which includes, but is not limited to, house tours, venue hire, management of events and support to the volunteers in the delivery of public programs.

They will also work closely with volunteers in all other areas of property activity such as reception, retail, conservation, maintenance and administration to ensure a positive experience for the visitor which enables them to get the most out of their visit.

During the weekend, the Museum Officer is also the first point of contact for the escalation of any issues that arise during weekend operations, including coordinating incident response.

Hours

This is a casual position for 6 hours/day. Your day of work will change on a rotating roster over a 4 week period and may vary depending on property activities, so a high degree of flexibility is essential.

The Museum Officer will from time to time be required to work with other staff and volunteers in all areas of museum activity.

Key Accountabilities

The Museum Officer reports to the Property Manager and is responsible for:

- Assisting the Property Manager to oversee the daily operations of Old Government House and Experiment Farm Cottage

- Ensuring that both properties are open at the advertised times and appropriate security measures are in place, including securing the sites at the end of each duty day.
- Ensuring that ticketing and retail services are provided during advertised open hours.
- Providing leadership, training and support to volunteers, including responding to volunteer enquiries in a timely manner
- Assisting with bookings, venue hire and general enquiries in accordance with procedures
- Coordinating volunteer rosters to ensure both properties are adequately resourced on those days
- Leading and motivating the volunteers working onsite, either as guides, front of house or event facilitators to deliver an exceptional visitor experience

Other Responsibilities and Accountabilities:

In conjunction with the Property Manager and other staff, the Museum Officer will:

- Assist with the coordination of public programs and bookings in accordance with procedures.
- Act as the point of contact and coordination for third party operators and venue hires on site, including installation and bump out, in consultation with the Property Manager.
- Carry out routine administrative tasks including the reconciliation of monies, stock control and answering of public enquiries.
- Maintain the highest presentation standards of the property and collection. Liaise with the Property Manager on any issue of maintenance that occurs, including emergency callouts and repairs.
- Follow all policies and procedures of the National Trust, consulting fully with the Property Manager and other National Trust staff as required.
- As required, assist with the running of special events including open-days, tours, exhibitions and public programs.
- Other duties as directed by the Property Manager

Key Challenges

- The Parramatta Properties have a small number of paid employees and a large group of volunteers. One of the main challenges the Museum Officer will face is the possibility of staff and/or volunteer shortages on any given day. Flexibility, practicality and versatility are required to ensure that the houses are staffed and presented adequately
- It is also a challenge to prioritise disparate tasks with limited resources and maintain efficient communications between colleagues and volunteers over the four week roster cycle (including weekends)

Key Performance Measures

1. Successful management and maintenance of the Parramatta properties on assigned duty days
2. Maintenance of a strong team ethic at the Parramatta Properties
3. Preservation of the physical integrity of the museums and their collections

Skills/experience

1. Experience co-ordinating volunteers and providing on the job leadership and training
2. Excellent communication, customer service, sales and team work skills, including ability to conduct guided tours
3. High level computer skills including proficiency with the Microsoft Office suite of programs

4. Desirable to have prior experience in a museum or heritage setting in a visitor-facing role
5. Desirable to have an understanding of museological practice and the interpretation of historic house museums for a variety of audiences
6. 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 Protection Policy and the principles of Equity & Diversity and OH&S
7. Working with Children Check
8. Current driver licence
9. Current First Aid Certificate (or willingness to gain)

Desirable Qualifications/Experience

Degree in Cultural Tourism, Museum or Business Studies or other relevant discipline, or working towards such qualification

KEY RESULT AREAS

Resilience and Courage

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

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 Parramatta Properties

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 properties 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: Sept 2025