

NATIONAL TRUST OF AUSTRALIA (NSW) JOB DESCRIPTION



Title:	Duty Manager
Location:	Retford Park, Bowral
Reporting to:	Property Manager, Retford Park
Department:	Commercial
Direct reports:	National Trust volunteers Gardening Contractors (if rostered over that period) Cleaning staff (if rostered over that period)
Work Pattern:	Casual, anticipated to be primarily weekend days or during school holidays

The Organisation

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 Duty Manager reports to the Property Manager and is responsible for oversight and management of the daily visitor activities at the Property to ensure it is a welcoming, accessible and inclusive environment. This includes but is not limited to: House and garden 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.

The Duty Manager is also the first point of contact for the escalation of any issues that arise during opening hours, including coordinating incident response.

Hours

This is a casual position expected to work one to two days per week from Friday to Monday. The days of working will depend on property activities and a high degree of flexibility is essential.

Key Accountabilities

The Duty Manager is responsible for:

- Overseeing and managing the daily operations of Retford Park admissions, reception and bookings team processes, when the property is open.
- Coordinating all visitor activities on site including tours and events
- Managing response to incidents as they arise at Retford Park
- 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, the Duty Manager will:

- Assist with the supervision and direction of volunteers.
- Assist with the coordination of public programs and tour bookings in accordance with procedures.
- Act as the point of contact and coordination for third party operators and weekend 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.
- Ensure that the house and grounds are open at the advertised times and appropriate security measures are in place, including securing the site at the end of each duty day.
- Ensure that ticketing and retail services are provided during advertised open hours.
- Carry out routine administrative tasks including the reconciliation of monies, control of petty cash, 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 during opening hours, 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

Key Challenges

- Retford Park is a high profile property in the Southern Highlands. It operates with minimal support staff and a large group of volunteers. One of the main challenges the Duty Manager is faced with is the possibility of labour shortages on any given day. Flexibility, practicality and versatility are required to ensure that the House, garden and any program that is being run is staffed and presented adequately.
- It is also a challenge to prioritise disparate tasks with limited resources and maintain efficient communications between colleagues and volunteers.

Key Performance Measures

1. Financial and visitation reporting delivered on time.
2. Functions and events are delivered to highest possible standard
3. Visitor experience delivered to highest possible standard
4. Preservation of the physical and heritage integrity of the House, grounds and collection
5. Promotion and maintenance of a strong team ethic at Retford Park

Qualifications or Extensive Experience

1. Qualifications in Cultural Tourism, Education, Museum Studies or other relevant discipline desirable
2. Experience co-ordinating volunteers and ability to provide on-the-job leadership and training.
3. Proven experience coordinating a customer service environment and encouraging high standards of visitor experience.
4. Experience/knowledge of working in a museum, heritage property or heritage environment preferred.
5. Excellent time management skills and ability to constantly re-prioritise tasks to ensure completion within required timeframes.
6. Knowledge of office management, including basic financial management.

7. Excellent communication, customer service and team work skills, including ability to conduct guided tours.
 8. 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.
 9. Current First Aid Certificate (or willingness to gain)
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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: Nov 2025