



NATIONAL TRUST OF AUSTRALIA (NSW) POSITION DESCRIPTION

Role:	Gardener/Maintenance Officer, Experiment Farm Cottage (EFC) and Old Government House (OGH)
Department:	Properties North
Primary Location:	EFC, Harris Park & OGH, Parramatta
Direct Manager:	Property Manager, EFC & OGH
Direct Reports:	Volunteers
Employment Status:	Permanent Part-time
Hours of work:	21 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.

Old Government House (OGH) is a significant heritage property being one of the 11 Australian World Heritage Convict sites. This convict built Georgian House sits within Parramatta Park on the western edge of the Parramatta central business district and was home to 10 of the first Governors of Australia. Experiment Farm Cottage (EFC) in Harris Park was the site of the first land grant, run by James Ruse in 1793 as an experimental farm to see if self-sufficiency for the colony could be achieved. The cottage is one of the oldest surviving buildings in Australia.

Primary Purpose

The Gardener/Maintenance Officer reports to the Property Manager and is responsible for general maintenance of the grounds and buildings. A key part of this role is leadership, management, and supervision of the volunteer team. Duties include but are not limited to mowing, weeding and general gardening duties, maintenance of minor house repairs, set up and bump out of events, exhibition and venue hire activities, cleaning of amenities, rubbish removal and general handyman work to ensure the smooth running and overall presentation of the properties.

Hours

This is a permanent part-time position for 21 hours per week. The days of working are generally Monday, Wednesday and Friday. Some flexibility is required for events, exhibition set-up and venue hire.

Key Accountabilities

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

Building & infrastructure maintenance

- Maintaining buildings and infrastructure such as cleaning amenities, windows, paths and gutters and similar duties.
- Carrying out all minor maintenance tasks as per instructions and perform miscellaneous repair jobs within the skill level of the position.
- Reporting any matters pertaining to the good maintenance of the buildings and grounds noticed in the conduct of duties, to the Property Manager &/or Facilities 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.
- Managing contractors.
- Removing litter and rubbish from all buildings and disposing of it appropriately.
- Assisting 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 EFC & OGH.
- Assisting with securing of premises as required if rostered on duty during events/ venue hire activities.
- Carrying out pest control as necessary and ensuring all staff and visitors on the property are aware in advance of the instigation of pest control treatments.
- Coordinating First Response training for staff and volunteers onsite

Gardening duties

Maintaining the grounds which includes, but is not limited to:

- Mowing the grass
- Maintaining the borders and pathways and ensuring they are kept clear & free from debris
- Weeding and mulching
- Planting
- Pruning (including liaison with arborists to manage the trees onsite)
- Watering and maintenance of irrigation system
- Implementing any gardening or maintenance projects as directed.

Volunteer management

- There is a team of approximately 10 volunteers who assist with weekly tasks. The Gardener/Maintenance officer is responsible for managing this team, including all communication, rostering, supervising, training and motivation. As the volunteers are essential to the smooth running of the properties, ensuring they are a happy team is a vital part of this role.

Other duties

- Liaising with the public and volunteers in a polite & courteous manner as a representative of the National Trust of Australia (NSW).
- Operating machinery (e.g. drills, saws, mowers, brush cutters, blowers) in a safe manner in accordance with SWMS and WH&S Policy.
- Adhering to Worksafe Policies & Procedures required to ensure the personal safety of all workers, volunteers, staff and visitors to the property.
- Undertake tool and equipment maintenance as instructed or required.
- Reporting any hazards or WH&S issues to Property Manager &/or Facilities Manager.

- Manual handling in accordance with WH&S guidelines.

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

Key Challenges

- Flexibility, practicality and versatility are required to ensure that work doesn'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, whipper snipper, hedge clippers, gardening implements and power and hand tools. Appropriate training and qualifications 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

- EFC & OGH are well maintained and well-presented for open days and events/ venue hire activities
- Positive feedback from Manager, staff and volunteers 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 EFC and OGH.

Qualifications and Skills

Knowledge of:

- Relevant qualifications in a discipline related to the built environment such as building maintenance or landscaping or extensive experience within these industries
- The use of garden machinery and tools and necessary safety requirements associated with their use.
- 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

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: Jan 2026