



NATIONAL TRUST OF AUSTRALIA (NSW) POSITION DESCRIPTION

Role:	Maintenance Supervisor
Department:	Conservation
Primary Location:	National Trust Centre (NTC) Observatory Hill, Millers Point, Sydney
Reporting Manager:	Facilities Manager
Direct Reports:	Nil
Hours of work:	35 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.

Divisional Overview

The Conservation Department is responsible for:

- caring for the historic properties and collections in the Trust's care
- ensuring best practice conservation outcomes at all National Trust properties
- advocating for the conservation of the built, cultural and natural heritage of NSW
- provision of advocacy support and provision of listing records to both private organisations and the general public
- managing all archive and library services on behalf of the Trust
- provision of restoration appeals services and cemeteries heritage conservation advice
- managing the volunteer Trust's technical committees

We work as a team and all share in the responsibility to help the National Trust be as effective as possible in the work that it does.

Primary Purpose of Role

The Maintenance Supervisor has a critical 'hands-on' role within the multidisciplinary Conservation team, undertaking the day-to-day work required to care for and maintain our historic places across NSW. This includes meeting the corrective, preventative and condition-based maintenance needs of our properties to help us to achieve our broader heritage responsibilities as the custodian of our significant buildings, interiors and collections. We want someone with a passion for heritage and who takes pride in their work.

Key Accountabilities

The position holder has responsibility for, but tasks are not limited to:

- Working with the Conservation Department to enhance the quality of presentation of our buildings, landscapes, interiors and collections.
- Under the direction of the Conservation Director and Facilities Manager, organising for basic repairs and maintenance of Trust properties to be undertaken, either personally or

by approved contractors, including maintenance of buildings, paths, fences, gates, signage and grounds.

- Visiting sites regularly across our property portfolio to undertake inspections and identify necessary maintenance works to ensure their daily operation.
- Working with the Facilities Manager to obtain and assess contractor quotes for works that are required, and ensuring works are done correctly and to the required standard.
- Helping to coordinate maintenance and compliance across our properties by contributing to the preparation of the property maintenance budget.
- Assisting with the organising of regular maintenance of building systems (eg: air conditioning and heating systems) across the property portfolio, including visiting sites to meet contractors.
- Purchasing new equipment when directed and organising the repair and maintenance of existing equipment if required.
- Maintaining details and records of work completed.
- Liaising with necessary stakeholders and contacts when appropriate.
- Overseeing cleaning and waste management matters at our properties to ensure safe access and good presentation.
- Creating strong collaborative relationships with Trust staff, volunteers and key stakeholders including Property Managers.
- Being a first point of contact for many property-related matters from our property staff and volunteers.
- Occasionally assisting other staff to carry out works including relocation and storage of furniture, setting up of exhibitions and event preparation.
- Completing ad-hoc maintenance tasks as directed by Facilities Manager.
- Exercising due diligence to ensure work health and safety risks are addressed.

Key challenges

Ensuring the National Trust is a highly respected and recognised conservation and organisation by:

- Ensuring that our properties are kept to the required standard in terms of maintenance and repair.
- Keeping key property management information and records up to date.
- Working with diverse stakeholder groups to deliver the Trust's priorities.
- Maintaining high levels of personal enthusiasm, commitment to and involvement in the work of the Trust.

Essential Skills and Qualifications

- Tertiary qualifications in a discipline related to facilities management, building, project management or property administration
- Experience in a similar role, preferably within the heritage sector, including an understanding of compliance measures and approval processes.
- Demonstrated knowledge of relevant building systems.
- Excellent people management and change management skills.
- Exceptional time management skills and ability to triage issues to meet changing timelines.
- Demonstrated written communication skills, including the preparation of scope of works and other construction-related documentation.

- Demonstrated sound verbal communication skills and ability to liaise with a diverse group of stakeholders in an open and effective manner.
 - Ability to undertake research to help inform conservation decisions.
 - Class C driver's license and a willingness to travel to the various regional properties
 - White card or willingness to acquire one
 - Recognised credibility and commitment to heritage/conservation
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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

Act with Integrity

- Understand and adhere to the organisation's values and policies
- Represent the organisation in an honest, ethical and professional way and encourage others to do so, following the Trust's values and policies

Value Diversity and Inclusion

- Show respect for diverse backgrounds, experiences and perspectives

Communicate Effectively

- Communicate concisely and clearly with all stakeholders and maintain the goodwill of volunteers and the broader community
- Listen to others and respond with respect
- Ability to prepare briefing notes and reports as required

Commitment to Customer Service

- Provide customer focused services consistent with organisational values and objectives

Work Collaboratively

- Collaborate with others and value their unique contribution

Influence and Negotiate

- Gain consensus and commitment from others
- Negotiate from an informed and credible position

Deliver Results

- Achieve results through the efficient use of resources and a commitment to quality
- Provide timely responses to property enquiries from National Trust staff and volunteers

Plan and Prioritise

- Effective planning to achieve priority outcomes
- Respond flexibly to changing circumstances

Think and Solve Problems

- Research and analyse information, identify interrelationships and make recommendations based on relevant evidence
- Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness

Demonstrate Accountability

- Adhere to any relevant legislation and policies
- Be proactive in identifying and addressing risk and challenges

Finance

- Understand and apply financial processes to achieve value for money and minimise financial risk

Technology

- Understand and use available technologies to maximise efficiencies and effectiveness

Optimise Business Outcomes

- Evaluate potential activities to ensure they balance environmental and heritage concerns with the need to maximise public involvement in the Trust's activities

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: February 2026