

**NATIONAL TRUST OF AUSTRALIA (NSW)  
JOB DESCRIPTION**



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<b>Title:</b>	Duty Manager
<b>Location:</b>	Everglades House and Gardens
<b>Reporting to:</b>	Property Manager, Everglades
<b>Department:</b>	Commercial
<b>Direct reports:</b>	National Trust volunteers Gardening staff (if rostered over that period)
<b>Employment type:</b>	Casual
<b>Hours:</b>	Anticipated to be predominately weekend shifts. This may also include Public Holidays if required.

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### **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.

Located in Leura in the Blue Mountains, Everglades House and Gardens is a stunning example of Art Deco architecture and design, set amongst 5.2 hectares of Paul Sorensen designed gardens with sweeping views over the Jamison Valley.

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### **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, gardens, tours, venue hire, coordination of events, and support to the volunteers in the delivery of public programs. They will also work closely with/assist staff in the tearoom if required, and volunteers in all other areas of property activity such as Front of House/reception and retail, 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.

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### **Hours**

This is a casual position anticipated to be predominately weekend shifts. This may also include Public Holidays, plus additional weekday work if required. The daily hours of working will depend on property activities and a high degree of flexibility is essential.

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## **Key Accountabilities**

The Duty Manager is responsible for:

- Overseeing and managing the daily operations of Everglades House & Gardens admissions and visitor reception, including pre-booked group visits.
- Overseeing the smooth running of visitor activities on site including tours and events.
- Managing response to incidents as they arise at Everglades House & Gardens
- Leading and motivating the volunteers working onsite, either as guides, front of house, tearoom or event facilitators to deliver an exceptional visitor experience.
- Assisting with Tea Room operations as required (including leave cover for Tea Rooms Coordinator)

## **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 programs and pre-booked tour bookings in accordance with procedures.
- Act as the point of contact and coordination for third party event operators and weekend venue hires on site, including installation and bump out, in consultation with the Property Manager.
- 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 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**

- Everglades House & Gardens is a high profile property in the Blue Mountains. It operates with minimal support staff and a large group of volunteers. One of the main challenges is the possibility of labour shortages on any given day. Flexibility, practicality and versatility are required to ensure the property has adequate coverage in the event of unexpected volunteer shortages.
- It is also a challenge to prioritise disparate tasks with limited resources and maintain efficient communications between colleagues and volunteers.
- This work can be physically demanding as you are likely to be on your feet for long periods of time through any given shift. In addition, the property is terraced and there are several flights of stairs between the entrance and the house. A level of fitness and physical capacity is required to successfully undertake this role

## **Key Performance Measures**

1. Visitor experience delivered to highest possible standard
2. Venue hire bookings and events are delivered to highest possible standard
3. Preservation of the physical and heritage integrity of the House, gardens and collection
4. Promotion and maintenance of a strong team ethic at Everglades House & Gardens

## **Qualifications or Extensive Experience**

1. Qualifications in Cultural Tourism, Education, Museum Studies or other relevant discipline desirable
2. Proven experience coordinating a customer service environment and encouraging high standards of visitor experience.
3. Excellent communication, customer service and team work skills, including ability to conduct guided tours.
4. Experience co-ordinating volunteers and ability to provide on-the-job leadership and training highly desirable
5. Experience in hospitality including coffee machine skills required.
6. Experience/knowledge of working in a museum, heritage property or heritage environment preferred.
7. Excellent time management skills and ability to constantly re-prioritise tasks to ensure completion within required timeframes.
8. Knowledge of retail procedures, including POS, cash handling and end of day reconciliation.
9. A current Working With Children Check
10. Current First Aid Certificate (or willingness to gain)
11. Current Food Handling Safety Supervisor certification (or willingness to gain)
12. 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.

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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 retail 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 Implementation**

- Coordination 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

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*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:** October 2024