

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



Title:	Duty Manager
Location:	Dundullimal Homestead
Reporting to:	Visitor Experience & Operations Manager, Dundullimal Homestead
Department:	Properties North
Direct reports:	National Trust volunteers
Employment type:	Casual
Hours:	Anticipated to be predominately one 7hr shift per week (Saturday). This may also include Public Holidays if required.

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 Dubbo, Dundullimal Homestead is a stunning example of a rural 1840s homestead complete with main house, outbuildings, chapel and gardens.

Position Summary

The Duty Manager reports to the Visitor Experience & Operations 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 staff in the cafe if required, and volunteers in all other areas of property activity such as Front of House/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 backfill the Visitor Experience & Operations Manager as required and provide support for events and activities at the property. The role is anticipated to be predominantly one day (7 hours) per week (Saturday). The daily hours 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 Dundullimal Homestead admissions, visitor reception and bookings processes, when the property is open.
- Coordinating all visitor activities on site including tours, events and public programs.
- Managing response to incidents as they arise at Dundullimal Homestead.
- Leading and motivating the volunteers working onsite, either as guides, front of house, cafe or event facilitators to deliver an exceptional visitor experience.
- Assisting in the Cafe as required.

Other Responsibilities and Accountabilities

In conjunction with the Visitor Experience & Operations 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 event operators and weekend venue hires on site, including installation and bump out, in consultation with the Visitor Experience & Operations 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 Visitor Experience & Operations 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 Visitor Experience & Operations 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

Dundullimal Homestead is a heritage property in Dubbo which operates with minimal support staff and a large group of volunteers.

- Leading and managing a team of volunteers, whilst maintaining open communication channels with the DDSC.
- Given the property operates with minimal staff and a group of volunteers, the possibility of labour shortages on any given day is a real possibility. Flexibility, practicality and versatility are required to ensure the Homestead and any programmed activities are resourced and presented adequately.

- This work can be physically demanding as you are likely to be on your feet for long periods of time through any given shift. 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 Property and collection
4. Promotion and maintenance of a strong team ethic at Dundullimal Homestead

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 required and coffee machine skills are highly desirable
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 office management, including basic financial management.
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.

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 VEOM 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 Visitor Experience & Operations 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: March 2026