



NATIONAL TRUST OF AUSTRALIA (NSW) POSITION DESCRIPTION

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| Role: | Visitor Experience & Operations Manager |
| Portfolio: | Properties North |
| Primary Location: | Saumarez Homestead, Armidale |
| Direct Manager: | GM Properties North |
| Direct Reports: | Facilities Coordinator Duty Managers (2) Casual Intern (casual, 12mth placement) Volunteers |
| Employment Status: | Permanent Part-time |
| Hours of work: | 28 hrs per week including weekend days (4 days -Tues, Wed, Fri, Sat) |

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.

Saumarez Station was purchased by the White family in 1874, who developed the land and buildings into one of the largest and most successful rural properties in the New England region. Completed in 1906 and set in 10 hectares of English style gardens, Saumarez Homestead is a grand Edwardian mansion containing a remarkable collection of 19th century furnishings, fashion and historic objects.

Primary Purpose

The Visitor Experience & Operations Manager is responsible for all aspects of the visitor experience and day-to-day operations of Saumarez Homestead, as well as the development and delivery of a series of key events at the property.

This includes, but is not limited to:

- Developing and delivery of major events and programs that engage and inspire our visitors and the community, while ensuring outstanding returns on our investment.
 - Promoting the aspirations of the Trust in ways which are relevant to the broader community, ensuring the brand is recognised, respected and embraced by all cultures.
 - Increasing visitor accessibility and enhancing the quality of presentation and interpretation of the property.
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Hours

Part time equivalent (nominally 28 hrs/week); They will be rostered on Saturday as part of their normal work schedule. In addition, the days of working may sometimes need to flex around the property activities and a high degree of flexibility is essential.

Key Accountabilities

The Visitor Experience & Operations Manager is responsible for:

- Managing all visitor activities on site including open days, group bookings, guiding, reception, delivery of education programs, events, venue hire, and retail operations, in accordance with National Trust policies and procedures and relevant legislation including WHS.

- Leading and managing staff and volunteers working onsite, to ensure they are selected, trained, supported and managed to deliver a seamless visitor experience. This includes but is not limited to work planning and rostering and Collection care.
- Developing and delivering events and programs which expand audience engagement and revenue streams.
- Providing property performance reports (financial, visitation, collections, personnel, maintenance and interpretive issues) to General Manager Properties North as required, with the assistance of the Facilities Coordinator, where applicable.
- Managing response to incidents as they arise at Saumarez with the assistance of the Facilities Coordinator, where applicable.

Other Responsibilities and Accountabilities

The Visitor Experience Manager will:

- Ensure the visitor experience at Saumarez Homestead is crafted and delivered to the highest level of customer service and property presentation, to increase and diversify audiences.
- Develop and implement strategies to improve the financial performance and visitation at the property.
- Work in close coordination with National Trust's Accommodation Agent to ensure a seamless experience for short stay guest.
- Identifying and applying for external grant funding where appropriate.
- Exercising due diligence to ensure work health and safety risks are addressed.
- Undertaking all other tasks and duties in consultation with the General Manager Properties North, relevant to the position.

Key Challenges

- Management of a significant heritage property within budget, whilst improving visitation and financial performance.
- Balancing the commercial objectives against conservation, visitor services, interpretation and management issues that may impact the property.
- Building relationships and working collaboratively with other cultural, government and educational institutions in the region.
- Leading and managing a team comprising staff and volunteers; and working across a diverse stakeholder group.
- 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 House, Garden and any programmed activities are resourced and presented adequately.

Qualifications and Experience

- Proven experience coordinating a customer service environment and encouraging high standards of visitor experience.
- Qualifications in, or relevant experience of, Cultural Tourism, Event Management or other relevant discipline
- Excellent communication, customer service and teamwork skills, including ability to conduct guided tours.
- Experience co-ordinating volunteers and ability to provide on-the-job leadership and training.
- Experience in developing and managing events and overseeing multi-faceted activities.
- Experience/knowledge of working in a museum, heritage property or heritage environment preferred.
- Excellent relationship and stakeholder management skills.
- Excellent time management skills and ability to constantly re-prioritise tasks to ensure completion within required timeframes.
- Knowledge of office management, including basic financial management.

- 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 First Aid Certificate (or willingness to gain)
 - Current Working With Children Check
 - Class C driver's license
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Key Result Areas

Resilience and Courage

- Be flexible, show initiative and respond quickly when situations change
- 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.
- Act to prevent and report misconduct, illegal and inappropriate behaviour

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
- Write fluently and persuasively in a range of styles and formats

Work Collaboratively

- Facilitate opportunities to engage and collaborate with external stakeholders and contractors to develop joint solutions
- 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

Influence and Negotiate

- Develop mutually advantageous partnerships with peer bodies that enhance support for heritage conservation

Deliver Results

- Achieve results through efficient use of resources and a commitment to quality outcomes
- Complete work tasks to agreed budgets, timeframes and standards
- Preparation of funding submissions and responses to current issues and information is provided to Government/industry/community organisations to enhance awareness of the National Trust's position on heritage and conservation issues

Plan and Prioritise

- Respond proactively to changing circumstances and adjust plans and schedules when necessary

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

- Manage Board-approved budget, the budgeting cycle (including budget reviews) and day-to-day finances to deliver agreed budget
- Understand and apply financial processes to achieve value for money and minimise financial risk

Procurement / Contract Management

- Understand and apply procurement processes to ensure effective purchasing and contract performance

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

- Deliver timely and quality projects within budget

Manage and Develop People

- Support the skills and capabilities of staff and voluntary workforce to achieve optimum performance and benefits for the organisation and deliver results within the agreed timeframes

Optimise Business Outcomes

- Manage resources effectively
- Ensure volunteers have the appropriate skill sets required to operate effectively at the property including training or mentoring

Inspire Direction and Purpose

- Recognise personal and team achievements
- Staff are empowered to deliver results within agreed delegations and with appropriate controls

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: