



## NATIONAL TRUST OF AUSTRALIA (NSW) POSITION DESCRIPTION

<b>Role:</b>	Visitor Experience & Operations Manager, Dundullimal Homestead
<b>Portfolio:</b>	Properties North
<b>Primary Location:</b>	Dundullimal Homestead, Dubbo
<b>Direct Manager:</b>	Senior Properties Manager North, Central and West Region
<b>Direct Reports:</b>	Duty Manager (Casual) National Trust Volunteers
<b>Employment Status:</b>	Permanent Part-time
<b>Hours of work:</b>	21 hours per week (Monday, Wednesday & Friday)

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### 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.

Dundullimal Homestead is a property of the National Trust of Australia (NSW) and believed to be the oldest surviving sophisticated slab house in Australia. Set in park-like grounds with sandstone stables, timber church and a blacksmith's forge, it provides a unique connection to Australia's rural past.

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### Primary Purpose

The Visitor Experience & Operations Manager is responsible for all aspects of the visitor experience, events and programming, ensuring Dundullimal Homestead is a welcoming, accessible and inclusive environment. They will work closely with volunteers of Dundullimal Homestead and the volunteer group known as the Dundullimal Dubbo Support Crew (DDSC) in areas of property activity such as guiding, reception, retail, events, Collections and administration to ensure a positive experience for the visitor which enables visitors to get the most out of their visit.

The role reports to the Senior Properties Manager overall and on a day-to-day basis it will work collegiately with the staff and volunteers of Dundullimal Homestead.

The role of the DDSC is to fundraise for the property and provide volunteer and financial support for the activities being undertaken at the Property, for the benefit of the National Trust.

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### Hours

This is a part time position for 21 hours per week, Mon, Wed, Fri. However, the days of working may depend on property activities and a high degree of flexibility is essential.

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### Key Accountabilities

The Visitor Experience & Operations Manager has responsibility for:

- Managing all visitor activities on site including general entry, open days, group bookings, guiding, delivery of education programs, events and venue hire, retail and café operations in accordance with National Trust policies and procedures, and relevant legislation including WHS.
- Developing and delivering major events and programs that engage and inspire our visitors and community while ensuring outstanding returns on our investments.
- Leading and motivating the volunteers working onsite either as guides, front of house, café or event facilitators, to ensure they are selected, trained, supported and managed to deliver a seamless visitor experience. This includes, but is not limited to volunteer training such as guiding, work planning and rostering.
- Providing performance reports (financial, visitation, collections, and interpretive items) to Senior Properties Manager as required.
- Acting as first point of contact for security and other emergency matters as they arise for Dundullimal Homestead.

### **Other Responsibilities and Accountabilities**

The Visitor Experience & Operations Manager will:

- Ensure the visitor experience at Dundullimal Homestead is developed 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.
- Act as point of contact for visitor enquiries and undertake related administration tasks such as ticketing, correspondence, invoicing, receipting.
- Follow all policies and procedures of the National Trust and acting as the conduit for information from the National Trust to the volunteers and the management team of the DDSC.
- Undertaking all other tasks and duties in consultation with the Senior Properties Manager, of relevance to the position.

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### **Key Challenges**

- Management of a significant heritage property within budget, whilst improving visitation and financial performance.
- Balancing the commercial objectives against conservation, visitor services, education and management issues that may impact the property.
- 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.

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### **Qualifications or Experience**

- Proven experience coordinating a customer service environment and encouraging high standards of visitor experience.
- Qualifications in Cultural Tourism, Event Management or other relevant discipline desirable
- 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 managing events and overseeing multi-faceted activities that require close supervision.

- Experience/ knowledge of working in cultural tourism, 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 skills.
  - 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 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 Lightwell (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 Senior Properties 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 Management**

- Coordination, management 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:**