

Position Description — Property Manager - North

Primary Location: Clarendon or Franklin House- by negotiation, (with regional travel)

Ancillary Sites: Clarendon or Franklin House, Old Umbrella Shop

Reports to: Managing Director (CEO)

Direct Relationships: NTT staff, Volunteers, casual guides/front-of-house; contractors and suppliers; lessees

Tenure: Fixed term, 3 years

FTE / Hours: Full-time, 38 hours/week. Regular weekend, public holiday and after-hours work is required for events and tours (TOIL/rostered arrangements).

Delegations: Financial and contracting authorisations per NTT Expenditure Policy & Delegations.

About the National Trust Tasmania

The National Trust of Australia (Tasmania) is the State's largest community-based heritage organisation (National Trust Act 2006). We conserve and interpret significant places, collections and landscapes; engage communities and visitors; and enable sustainable, compatible use of heritage assets. We are a registered charity with DGR status.

Mission

The mission of the National Trust of Australia (Tasmania) is to protect, conserve, and advocate for Tasmania's significant built, cultural, and natural heritage, ensuring these stories, landscapes, and historic places are preserved and celebrated for future generations.

Pillars

- The NTT is a contemporary and integral part of our communities
- Tasmania's diverse cultural heritage and stories are respected and shared thru heritage
- Tasmania's significant heritage places are preserved, to recognised standards, and protected for future generations
- The NTT is financially sustainable ongoing.

Values

At The National Trust Tasmania (NTT) we...

- are Ethical and Responsible,
- practice Accountable Stewardship,
- are Inclusive,
- approach challenges with Curiosity and Creativity, and
- are Sustainable.

Role Purpose

Lead the safe, sustainable and financially sound operation of NTT's properties, delivering exceptional, inclusive visitor experiences and strong community/volunteer engagement, while safeguarding heritage fabric and growing revenue. Provide project support as required.

Key Outcomes & Responsibilities

1) Volunteer Leadership & Community Engagement

- Recruit, onboard, roster and support a diverse volunteer team (guides, events, education, collections, gardens).
- Build a welcoming, inclusive culture with clear role descriptions, training and recognition.
- Maintain up-to-date rosters and coverage for daily operations and after-hours events.
- Develop and implement activations and programs to engage with local and interested communities

2) Visitor Experience & Programming

- Deliver high-quality tours, talks, school programs, exhibitions and event activations across Primary Sites.
- Maintain accurate, current scripts and training manuals; undertake to provide all-abilities access and inclusive interpretation.
- Balance visitation across Primary Sites (load management) to optimise experience and conservation.

3) Business Operations & Revenue

- Manage direct reports in accordance with NTT policies and employment obligations, including recruitment support, onboarding, performance management, leave coordination, and day-to-day supervision, fostering a positive, accountable and values-aligned workplace culture.
- Co-develop annual budgets and business plans; monitor income/expense, cost control and yield.
- Grow revenue through ticketing, retail/merchandise, venue hire, partnerships and precinct activations.
- Manage supplier and venue-hire contracts end-to-end (scope, KPIs, safety, acquittals).

4) Conservation, Collections & Site Care

- Champion the cultural significance of buildings, collections and gardens; embed conservation-first practice.
- Identify and schedule maintenance; implement CMP and Total Asset Management recommendations.
- Oversee day-to-day operations, events and hires to minimise risk to heritage values.

5) Work Health & Safety & Risk

- Maintain WHS risk registers, incident/near-miss logs, and emergency/disaster plans.
- Lead make-safe actions within delegated authority; ensure contractor insurance/WHS compliance.
- Keep WHS as a standing agenda item and deliver annual training/refreshers.

6) Partnerships, Stakeholders & Advocacy

- Nurture productive relationships with volunteers, local committees, councils, State agencies, other historical sites of significance, schools and tourism partners.
- Identify grants/sponsorships; prepare proposals and manage funded projects to acquittal.

7) Digital, Marketing & Communications

- Liaise and support implementation of social media and create media opportunities in line with NTT brand and protocols.
- Implement NTT media/social policies; supply timely content to marketing for campaigns and listings.
- Cross-promote properties/experiences; maintain accurate web copy, calendar and collateral.

8) Project Support

- Contribute to the planning, coordination, and staged delivery of projects, including operational trials, scheduling, and resource planning.
- Collaborate with internal and external stakeholders to ensure effective integration of project elements such as content, systems, and user experience.
- Support the design and implementation of initiatives that strengthen linkages, enhance visibility, and promote broader program or organisational objectives.

Performance Measures

KPIs to be developed jointly with the Managing Director-CEO as part of induction and annual planning. Measures will cover: visitor experience and programing; safety and compliance; business operations and revenue; conservation collections and site care; volunteer leadership and community engagement; Partnerships stakeholders and advocacy; Project Support; and Digital Marketing and communication outcomes.

Capability Profile

Essential

- Proven leadership of volunteer or customer-facing teams in heritage/tourism/museums/venues/hospitality.
- Strong operations & visitor experience management; confident with rosters, SOPs and service recovery.
- Demonstrated business acumen (budgets, cost control, yield, retail/venue hire).
- Practical experience caring for historic places/collections or working within conservation frameworks.
- Excellent communication, stakeholder and community engagement skills.
- Current driver's licence; ability to work weekends/after-hours; confident with basic manual handling.
- Digital literacy (MS 365/SharePoint, POS/ticketing, basic content workflows).

Desirable

- Qualifications in tourism, museums/heritage, arts/culture, events, hospitality or business.
- Experience with education programs, public programming and/or interpretation development.

- Grant writing/project management credentials; knowledge of Tasmanian tourism networks.
- First Aid; Working with Vulnerable People (or ability to obtain).

Compliance & Conditions

- Adhere to all NTT policies (Code of Conduct, Expenditure Policy & Delegations, WHS, Child Safety, Privacy, Procurement, Social Media).
- National Police Check and Working with Vulnerable People clearance (or obtained within 6 weeks).
- Role involves regular standing/walking, stairs and occasional lifting (up to 15kg) with safe techniques.
- Travel within region (and occasionally statewide) is required.

Notes & Variation

This PD outlines the key responsibilities and outcomes and may be amended, after consultation, to reflect organisational needs or strategic priorities.

Acceptance & Sign-off

Employee (name)	Signature / Date: _____/____/____ 2026
Managing Director (CEO)	Signature / Date: _____/____/____ 2026
Notes	