

NATIONAL TRUST OF AUSTRALIA (NSW)
JOB DESCRIPTION



Title:	Museum Officer
Location:	Dundullimal Homestead, Dubbo
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) plus venue hire/events. 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 Museum Officer reports to the Visitor Experience & Operations Manager and is responsible for oversight and management of the daily visitor activities at the Property on the weekend to ensure it is a welcoming, accessible and inclusive environment.

The Museum officer will also work closely with volunteers in all areas of activating the property such as Front of House/reception/tours/events, and provide support in the cafe if required, to ensure a positive experience for the visitor which enables them to get the most out of their visit.

The Museum Officer 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 weekend position It will provide support for events and venue hire activities at the property. The role is anticipated to be predominantly one day (7 hours) per week (Saturday) plus additional hours as required. The daily hours of working will depend on property activities, and a high degree of flexibility is essential.

Key Accountabilities

The Museum Officer is responsible for:

- Overseeing the daily Saturday operations of Dundullimal Homestead admissions and visitor reception, when the property is open.
- Supporting all daily visitor activities on site including tours, events and public programs.
- Responding to incidents as they arise at Dundullimal Homestead.
- Supporting 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 Museum Officer will:

- Assist with the running of special events, tours, exhibitions and public programs.
- 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 FOH administrative tasks including the reconciliation of monies 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 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.

Key Challenges

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

- Supporting a team of volunteers
- Flexibility, practicality and versatility are required to ensure the Homestead and any programmed activities are 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 teamwork 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.
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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

Technology

- Working knowledge of the main POS and office software applications used by the National Trust including LIGHTSPEED/VEND (or similar), Microsoft Word, Excel and PowerPoint

Finance

- Accurate and relevant reporting on open day finance

Think and Solve Problems

- Support 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 projects as required by the Visitor Experience & Operations Manager

Optimise Business Outcomes

- Ensure that all visitors have a good experience raising the homestead's profile in the region

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: July 2026