

Position Description

Heritage and Visitor Experience Project Manager

Division: Properties & Visitor Experience

Location: Hobart (with statewide travel)

Reports to: Managing Director/CEO

Direct Relationships: Property Managers, Communication Leads, Volunteers, Board and Committees, Regulatory agencies, Heritage professionals, Consultants and contractors, Community and community organisations.

Tenure: Fixed term, 12 months, with possibility of extension

FTE / Hours: Part Time, (0.6FTE approx. 22.8 hours/week. Some weekend work is required (TOIL arrangements).

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

Position Purpose

The Heritage & Visitor Experience Project Manager is responsible for leading and delivering projects that support the National Trust of Australia (Tasmania)'s Strategic Goals.

Working closely with the CEO, Property Managers and key stakeholders, the role will plan, coordinate and deliver projects that enhance heritage places, improve visitor experiences, strengthen stakeholder relationships, and contribute to the long-term sustainability of the organisation.

The role is outcomes-focused and suited to a highly organised project manager who enjoys translating strategic priorities into practical, measurable results.

Key Responsibilities

Project Delivery

- Lead the planning, coordination and delivery of strategic projects across the National Trust Tasmania's portfolio.
- Develop project scopes, implementation plans, strategic communication plans, budgets, timelines and risk management plans.
- Monitor project performance against agreed milestones, budgets and deliverables.
- Identify project risks and implement practical solutions to ensure successful delivery.
- Prepare high-quality reports, briefing papers and recommendations for the CEO and Board.
- Coordinate consultants, contractors and project partners where required.
- Ensure projects are delivered in accordance with organisational policies, heritage standards and funding requirements.

Heritage and Visitor Experience

- Coordinate projects that enhance the conservation and presentation of the National Trust's heritage places.
- Deliver initiatives that improve visitor engagement and overall visitor experience.
- Work collaboratively with Board, Site Committees and Property Managers to identify and implement improvements across National Trust sites.
- Support the delivery of identified infrastructure and visitor service projects.

Stakeholder and Partnership Engagement

- Develop and maintain productive relationships with internal stakeholders, regulating government agencies, heritage organisations, community groups, and consultants.
- Represent the National Trust at meetings, workshops and project forums.
- Coordinate stakeholder engagement and consultation activities.
- Foster collaborative partnerships that support project outcomes and organisational objectives.

Project Governance

- Maintain project documentation, reporting and records.
- Monitor project budgets and expenditure in collaboration with the CEO.
- Ensure projects comply with organisational governance, procurement and reporting requirements.
- Contribute to continuous improvement of project management systems and practices across the organisation.

Selection Criteria

1. Demonstrated experience managing complex projects from planning through to successful completion, including project planning, budgeting, stakeholder engagement, risk management and reporting.
2. Highly developed communication and relationship management skills, with demonstrated success engaging volunteers, government, community, consultants and partner organisations.
3. Demonstrated understanding of, or ability to quickly acquire knowledge of, heritage conservation, visitor experience, community development or place-based projects.
4. Proven ability to deliver projects involving multiple stakeholders, balancing competing priorities while achieving agreed outcomes within time and budget.
5. Highly developed organisational, analytical and problem-solving skills, with the ability to work independently, exercise sound judgement and contribute to organisational improvement.

Desirable Qualifications and Experience

- Tertiary qualification in Project Management, Heritage, Tourism, Planning, Business, Architecture, Environmental Management or a related discipline.
- Experience managing capital works, particularly for visitor infrastructure.

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. Compensation for travel at ATO rates can be provided.

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	Signature / Date:
Managing Director (CEO)	Signature / Date:
Notes Drafted 16 7 26 Advertised 9 26	