

Sydney Harbour Federation Trust ~ Volunteer Role Descriptions

Visitor Services Volunteer	
Supervisor	Manager, Volunteer & Visitor Services
Harbour Trust site(s)	<ul style="list-style-type: none"> ○ North Head Sanctuary ○ Cockatoo Island
Duties	<p>In this role volunteers are the public face of the Harbour Trust and are often the first point of contact for visitors</p> <ul style="list-style-type: none"> ○ Staff visitor centres ○ Meet and greet visitors to the site ○ Orient visitors around site and advise of services, tours, activities and points of interest ○ Book visitors in for guided tours ○ Distribute information, maps etc ○ Sell merchandise ○ Stock and cash handling ○ Basic record keeping ○ Advise of other Harbour Trust sites and activities available ○ Maintain exhibition space – operate audio visual equipment, re-stock brochures etc
Requirements	<ul style="list-style-type: none"> ○ Excellent communication skills ○ Excellent customer service skills ○ Willingness to assist others and interact with public ○ Enthusiastic supporter of Harbour Trust ○ Knowledge of and interest in HT sites and their future ○ Ability to answer questions about the site ○ Level of fitness permitting standing and walking for extended periods. ○ Reliability and commitment ○ Ability and willingness to learn ○ Ability to work individually and as part of a team ○ Willingness to follow directions of supervisor ○ Availability on a roster basis ○ To be at least 18 years of age ○ First aid trained or willingness to be trained ○ Willingness to attend mandatory training program
Availability	<ul style="list-style-type: none"> ○ Roster basis ○ Weekdays or weekends ○ Full day sessions
Training provided	<ul style="list-style-type: none"> ○ History and information on site, facilities and programs ○ Customer service techniques, cash handling ○ On-going training and support ○ First Aid certificate ○ Evaluation of visitor centre staff conducted and feedback given



Volunteer Tour Guide	
Supervisor	Manager, Volunteer & Visitor Services
Harbour Trust site(s)	<ul style="list-style-type: none">○ North Head Sanctuary○ Headland Park (Chowder Bay/Georges Heights)○ HMAS Platypus○ Macquarie Light station○ Woolwich Dock and Parklands
Duties	<ul style="list-style-type: none">○ Conduct guided tour of site○ Impart historical and anecdotal information in an interesting and engaging manner○ Be responsible for groups of visitors○ Maintain the safety of the group
Requirements	<ul style="list-style-type: none">○ Ability to bring the sites to life through commentary○ Excellent communication skills○ Excellent customer service skills○ Willingness to assist others and interact with public○ Enthusiastic supporter of Harbour Trust○ Knowledge of and interest in Harbour Trust sites and their future○ Ability to answer questions about the site○ Level of fitness permitting standing and walking, including stairs and walking tracks, for extended periods.○ Reliability and commitment○ Ability and willingness to learn○ Ability to work individually and as part of a team○ Availability on a roster basis○ To be at least 18 years of age○ First aid trained or willingness to be trained○ Willingness to attend mandatory training program
Availability	<ul style="list-style-type: none">○ Roster basis○ Weekdays or weekends○ Half and full day sessions
Training provided	<ul style="list-style-type: none">○ History of site and information on future of site○ Guiding techniques○ On-going training and support○ First Aid Certificate○ Evaluation of tour guides conducted and feedback given

Heritage Conservation Volunteer	
Supervisor	o Manager, Volunteer & Visitor Services
Harbour Trust site(s)	o Cockatoo Island
Duties	o Conservation of heritage equipment including cranes, boats, lathes and other industrial machinery. Cranes are both electrical and steam ranging from the 1870s to WWII era. o Research and assistance in interpretation of machinery
Requirements - Practical	o Volunteers with knowledge and experience in roles such as electrical fitter, pattern maker, fitter and turner, blacksmith, boiler maker, sign writer, shipwright, welder and mechanical engineering o Volunteers with no formal qualifications but an interest in heritage machinery are also welcome. o Ability to use tools and equipment necessary for conservation o Level of fitness permitting conservation activities o Ability to work to deadlines o Willingness to adhere to safety procedures as directed o Willingness to interact with public as required o Enthusiastic supporter of Harbour Trust o Reliability and commitment o Ability and willingness to learn o Ability to work individually and as part of a team o Willingness to follow directions of supervisor o To be at least 18 years of age o First aid trained or willingness to be trained o Willingness to attend mandatory training program o Steel cap boots (All other tools & equipment supplied)
- Research	o Technical, engineering skills o Ability to interpret plans, designs etc o Willingness to visit libraries, record archives etc
Availability	o Program is run each Monday & Tuesday o Full day sessions
Training provided	o On-going instruction provided by Supervisor o On-going training and support o Safety requirements and procedures o First Aid Certificate

Heritage Gardening Volunteer	
Supervisor	o Manager, Volunteer & Visitor Services
Harbour Trust site(s)	o Cockatoo Island
Duties	o Reinstatement of gardens o Maintenance of gardens including watering & weeding
Requirements	o Volunteers with knowledge and experience in areas such as propagating and traditional horticulture o Volunteers with no formal qualifications but an interest in gardening are also welcome. o Ability to use tools etc necessary for gardening o Level of fitness permitting gardening activities o Ability to work to deadlines o Willingness to adhere to safety procedures as directed o Willingness to interact with public as required o Enthusiastic supporter of Harbour Trust o Reliability and commitment o Ability and willingness to learn o Ability to work individually and as part of a team o Willingness to follow directions of supervisor o Availability on a roster basis o To be at least 18 years of age o First aid trained or willingness to be trained o Willingness to attend mandatory training program
Availability	o Roster basis o Thursdays on a fortnightly basis (roster provided) o Half and full day sessions
Training provided	o On-going instruction provided by Supervisor o Safety requirements and procedures o On-going training and support o First Aid Certificate

Volunteer Speaker	
Supervisor	<ul style="list-style-type: none"> o Manager, Volunteer & Visitor Services
Harbour Trust site(s)	<ul style="list-style-type: none"> o Sydney metropolitan area as required
Duties	<ul style="list-style-type: none"> o To be an ambassador for the Harbour Trust o Deliver Harbour Trust powerpoint presentations to community groups such as Rotary, Probus and historical societies o Inform groups about the Harbour Trust as an organisation, its goals and aims o Inform groups about opportunities to visit Harbour Trust sites, take tours and participate in other events and activities o Distribute evaluation forms to be completed by audience
Requirements	<ul style="list-style-type: none"> o Driver's license, own transport and willingness to travel within metropolitan Sydney o Ability to deliver engaging 45 minute presentations to between 20 and 150 people at a time o Willingness to interact with public o Enthusiastic supporter of Harbour Trust and ability to represent the Trust to the public o Reliability and commitment o Ability and willingness to learn o Ability to work individually o Availability on a roster basis o To be at least 18 years of age o First aid trained or willingness to be trained o Willingness to attend mandatory training program
Availability	<ul style="list-style-type: none"> o Roster basis o Weekdays & evenings o Half-day sessions, including travel
Training provided	<ul style="list-style-type: none"> o Presentation techniques o Presentation content o Digital projector instruction o On-going training and support o First Aid Certificate (as a general volunteer requirement) o Evaluation of speakers conducted and feedback given

Volunteer Event Assistant	
Supervisor	<ul style="list-style-type: none"> o Manager, Volunteer & Visitor Services
Harbour Trust site(s)	<ul style="list-style-type: none"> o Cockatoo Island o North Head Sanctuary o Headland Park (Chowder Bay/Georges Heights) o Macquarie Lightstation o HMAS Platypus
Duties	<ul style="list-style-type: none"> o Welcome and direct public around site/event o Provide information and answer questions o Staff information centres o Liaise with performers/speakers o Conduct surveys
Requirements	<ul style="list-style-type: none"> o Excellent communication skills o Excellent customer service skills o Willingness to assist others and interact with public o Enthusiastic supporter of Harbour Trust o Knowledge of and interest in HT historic sites and their future o Level of fitness permitting standing and walking (including stairs and walking tracks) for extended periods. o Reliability and commitment o Ability and willingness to learn o Ability to work individually and as part of a team o Willingness to follow directions of supervisor o Availability on a roster basis o At least 18 years of age o First aid trained or willingness to be trained o Willingness to attend mandatory training program
Availability	<ul style="list-style-type: none"> o Roster basis o Weekdays and weekends o Half day/full day sessions
Training provided	<ul style="list-style-type: none"> o Site and event orientation prior to event o First Aid Certificate

Nursery Information Volunteer – North Head Nursery	
Supervisor	Manager, Volunteer & Visitor Services
Harbour Trust site(s)	North Head Sanctuary
Duties	<p>In this role, volunteers are the public face of the Nursery Partnership. Working at the Nursery at the North Head Sanctuary site, volunteers are often the first point of contact between visitors and the Foundation.</p> <ul style="list-style-type: none"> ○ Staffing the centre ○ Meeting and greeting visitors to the nursery ○ Providing advice to visitors about North Head, with a particular emphasis on the natural values of the area, while also recognising the built and cultural (both Indigenous and non-indigenous) values of the whole area ○ Distributing maps, information sheets etc about the area ○ Raising awareness of the Sanctuary Foundation and encouraging participation in and membership of the organisation ○ Assisting in the maintenance of the education/outreach area and the information presented ○ Maintaining basic records ○ Raising awareness of & directing visitors to the on-site Harbour Trust Visitor Centre for historic & access information ○ Raising awareness of the Sydney Harbour Federation Trust
Requirements	<ul style="list-style-type: none"> ○ Excellent customer service and communication skills ○ Willingness to assist others and interact with the public ○ Enthusiasm for the work of the Foundation and the natural values of North Head ○ Ability to answer questions about the site, and particularly its natural values ○ Reliability and commitment ○ Ability to work individually and as part of a small team ○ Availability, particularly at weekends, on a roster basis ○ Willingness to participate in basic training provided by the Trust and the Foundation ○ First aid training or a willingness to be trained
Availability	<ul style="list-style-type: none"> ○ Weekends on a roster basis ○ Some full day sessions
Training provided	<ul style="list-style-type: none"> ○ Initial orientation to the Harbour Trust ○ Information on the history and heritage of the site, and in particular its natural values ○ Information on the commitments made by the Foundation to the Trust and other funding bodies

Education Volunteer – North Head Nursery	
Supervisor	Manager, Volunteer & Visitor Services
Harbour Trust site(s)	North Head Sanctuary
Duties	<p>In this role, volunteers will work as part of a team responsible for developing educational materials and displays promoting the natural values of North Head</p> <ul style="list-style-type: none"> ○ Nature photography ○ Background research ○ Design and layout work ○ Assisting in the maintenance of the education/outreach area and the information presented ○ Maintaining basic records ○ Liaison with the Sydney Harbour Federation Trust and its Visitor Centre on-site to ensure consistency of messages and materials and to avoid duplication ○ Raising awareness of & directing visitors to the on-site Harbour Trust Visitor Centre for historic & access information ○ Raising awareness of the Sydney Harbour Federation Trust
Requirements	<ul style="list-style-type: none"> ○ Enthusiasm for the work of the Foundation and the natural values of North Head ○ Relevant skills, including: Ability to research the natural values of North Head – plants, animals and relationships between them; and/or Community educational skills; and/or graphic art, design and display skills; and/or nature photography skills; and/or computer literacy, especially in the use of graphics and related programs required for the preparation of display materials ○ Reliability and commitment ○ Ability to work individually and as part of a small team ○ Availability, particularly at weekends, on a roster basis ○ Willingness to participate in basic training provided by the Harbour Trust and the Foundation ○ First aid training or a willingness to be trained
Availability	<ul style="list-style-type: none"> ○ Week days or weekends on a roster basis ○ Some full day sessions
Training provided	<ul style="list-style-type: none"> ○ Initial orientation to the Harbour Trust ○ Information on the history and heritage of the site, and in particular its natural values ○ Information on the commitments made by the Foundation to the Trust and other funding bodies

Oral history Interviewer	
Supervisor	Manager, Volunteer & Visitor Services
Harbour Trust site(s)	Interviews conducted at interviewee's homes
Duties	<ul style="list-style-type: none"> ○ Interview former Harbour Trust site residents & \or workers ○ Conduct background research ○ Prepare suitable questions ○ Operate basic recording equipment ○ Maintain basic records
Requirements	<ul style="list-style-type: none"> ○ Willingness to travel within metropolitan Sydney ○ Enthusiastic supporter of Harbour Trust and ability to represent the Trust to the public ○ Reliability and commitment ○ Ability and willingness to learn ○ Ability to work individually ○ Availability on a request basis ○ To be at least 18 years of age ○ Willingness to attend mandatory training program
Availability	<ul style="list-style-type: none"> ○ Week days or weekends on a request basis
Training provided	<ul style="list-style-type: none"> ○ Initial orientation to the Harbour Trust ○ Information on the history and heritage of the site, and in particular its natural values ○ Training in interviewing techniques