

## Sydney Harbour Federation Trust Volunteer Role Descriptions

<b>1. Visitor Services Volunteer</b>	
<i>Role Element</i>	<i>Details</i>
Harbour Trust site(s)	<ul style="list-style-type: none"> <li>○ Former School of Artillery, North Head</li> <li>○ Cockatoo Island</li> </ul>
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"> <li>○ Staff visitor centres</li> <li>○ Meet and greet visitors to the site</li> <li>○ Orient visitors around site and advise of services, tours, activities and points of interest</li> <li>○ Book visitors in for guided tours</li> <li>○ Distribute information, maps etc</li> <li>○ Sell merchandise</li> <li>○ Stock and cash handling</li> <li>○ Basic record keeping</li> <li>○ Advise of other Harbour Trust sites and activities available</li> <li>○ Maintain exhibition space – operate audio visual equipment, re-stock brochures etc</li> </ul>
Requirements	<ul style="list-style-type: none"> <li>○ Excellent communication skills</li> <li>○ Excellent customer service skills</li> <li>○ Willingness to assist others and interact with public</li> <li>○ Enthusiastic supporter of Harbour Trust</li> <li>○ Knowledge of and interest in HT sites and their future</li> <li>○ Ability to answer questions about the site</li> <li>○ Level of fitness permitting standing and walking for extended periods.</li> <li>○ Reliability and commitment</li> <li>○ Ability and willingness to learn</li> <li>○ Ability to work individually and as part of a team</li> <li>○ Willingness to follow directions of supervisor</li> <li>○ Availability on a roster basis</li> <li>○ To be at least 18 years of age</li> <li>○ First aid trained or willingness to be trained</li> <li>○ Willingness to attend mandatory training program</li> </ul>
Availability	<ul style="list-style-type: none"> <li>○ Roster basis</li> <li>○ Weekdays or weekends</li> <li>○ Full day sessions</li> </ul>
Training provided	<ul style="list-style-type: none"> <li>○ History and information on site, facilities and programs</li> <li>○ Customer service techniques, cash handling</li> <li>○ On-going training and support</li> <li>○ First Aid certificate</li> <li>○ Evaluation of visitor centre staff conducted and feedback given</li> </ul>

## 2. Volunteer Tour Guide

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

### 3. Heritage Conservation Volunteer

<i>Role Element</i>	<i>Details</i>
Harbour Trust site(s)	<ul style="list-style-type: none"> <li>○ Cockatoo Island</li> </ul>
Duties	<ul style="list-style-type: none"> <li>○ Conservation of heritage equipment including cranes and other industrial machinery Cranes are both electrical and steam ranging from the 1870s to WWII era</li> <li>○ Research and assistance in interpretation of machinery</li> </ul>
Requirements	<ul style="list-style-type: none"> <li>○ Volunteers with knowledge and experience in areas such as electrical fitting, pattern making, fitting and turning, blacksmithing, boiler making and mechanical engineering</li> <li>○ Volunteers with no formal qualifications but an interest in heritage machinery are also welcome.</li> <li>○ Ability to use tools and equipment necessary for conservation</li> <li>○ Level of fitness permitting conservation activities</li> <li>○ Ability to work to deadlines</li> <li>○ Willingness to adhere to safety procedures as directed</li> <li>○ Willingness to interact with public as required</li> <li>○ Enthusiastic supporter of Harbour Trust</li> <li>○ Reliability and commitment</li> <li>○ Ability and willingness to learn</li> <li>○ Ability to work individually and as part of a team</li> <li>○ Willingness to follow directions of supervisor</li> <li>○ To be at least 18 years of age</li> <li>○ First aid trained or willingness to be trained</li> <li>○ Willingness to attend mandatory training program</li> <li>○ Steel cap boots (All other tools &amp; equipment supplied)</li> </ul>
Availability	<ul style="list-style-type: none"> <li>○ Program is run each Monday</li> <li>○ Full day sessions</li> </ul>
Training provided	<ul style="list-style-type: none"> <li>○ On-going instruction provided by Supervisor</li> <li>○ On-going training and support</li> <li>○ Safety requirements and procedures</li> <li>○ First Aid Certificate</li> </ul>

## 4. Cultural Landscape Volunteer

<i>Role Element</i>	<i>Details</i>
Harbour Trust site(s)	<ul style="list-style-type: none"> <li>○ Cockatoo Island</li> </ul>
Duties	<ul style="list-style-type: none"> <li>○ Reinstatement of residential gardens including plants, fruit and vegetables from 3 phases including:               <ul style="list-style-type: none"> <li>- Late Victorian,</li> <li>- Between WWI and WWII</li> <li>- The 1950s</li> </ul> </li> <li>○ Maintenance of gardens</li> </ul>
Requirements	<ul style="list-style-type: none"> <li>○ Volunteers with knowledge and experience in areas such as propagating and traditional horticulture</li> <li>○ Volunteers with no formal qualifications but an interest in gardening are also welcome.</li> <li>○ Ability to use tools etc necessary for gardening</li> <li>○ Level of fitness permitting gardening activities</li> <li>○ Ability to work to deadlines</li> <li>○ Willingness to adhere to safety procedures as directed</li> <li>○ Willingness to interact with public as required</li> <li>○ Enthusiastic supporter of Harbour Trust</li> <li>○ Reliability and commitment</li> <li>○ Ability and willingness to learn</li> <li>○ Ability to work individually and as part of a team</li> <li>○ Willingness to follow directions of supervisor</li> <li>○ Availability on a roster basis</li> <li>○ To be at least 18 years of age</li> <li>○ First aid trained or willingness to be trained</li> <li>○ Willingness to attend mandatory training program</li> </ul>
Availability	<ul style="list-style-type: none"> <li>○ Roster basis</li> <li>○ Day of week tba</li> <li>○ Half and full day sessions</li> </ul>
Training provided	<ul style="list-style-type: none"> <li>○ On-going instruction provided by Supervisor</li> <li>○ Safety requirements and procedures</li> <li>○ On-going training and support</li> <li>○ First Aid Certificate</li> </ul>

## 5. Archaeological Volunteer

<i>Role Element</i>	<i>Details</i>
Harbour Trust site(s)	<ul style="list-style-type: none"> <li>○ Cockatoo Island</li> </ul>
Duties	<ul style="list-style-type: none"> <li>○ Assist in the cleaning, sorting and cataloguing of artefacts</li> <li>○ Enter information in to database</li> </ul>
Requirements	<ul style="list-style-type: none"> <li>○ Ability to use tools etc necessary for tasks</li> <li>○ Level of fitness permitting digging activities</li> <li>○ Basic computer skills for data entry</li> <li>○ Ability to work to deadlines</li> <li>○ Willingness to adhere to safety procedures and conservation procedures as directed</li> <li>○ Willingness to interact with public as required</li> <li>○ Enthusiastic supporter of Harbour Trust</li> <li>○ Reliability and commitment</li> <li>○ Ability and willingness to learn</li> <li>○ Ability to work individually and as part of a team</li> <li>○ Willingness to follow directions of supervisor</li> <li>○ Availability on a roster basis</li> <li>○ To be at least 18 years of age</li> <li>○ First aid trained or willingness to be trained</li> <li>○ Willingness to attend mandatory training program</li> </ul>
Availability	<ul style="list-style-type: none"> <li>○ Roster basis</li> <li>○ Day of week tba</li> <li>○ Half and full day sessions</li> </ul>
Training provided	<ul style="list-style-type: none"> <li>○ On-going instruction provided by Supervisor</li> <li>○ Basic archaeological information</li> <li>○ Database entry</li> <li>○ Safety requirements</li> <li>○ On-going training and support</li> <li>○ First Aid Certificate</li> </ul>

## 6. Volunteer Speaker

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

## 7. Volunteer Event Assistant

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

## 8. Volunteer Bush Regenerator

<i>Role Element</i>	<i>Details</i>
Harbour Trust site(s)	<ul style="list-style-type: none"> <li>○ Former School of Artillery, North Head</li> </ul>
Duties	<ul style="list-style-type: none"> <li>○ Weed removal</li> <li>○ Slope stabilisation</li> <li>○ Planting</li> </ul>
Requirements	<ul style="list-style-type: none"> <li>○ Interest in bush regeneration</li> <li>○ Ability to work as part of a team</li> <li>○ Willingness to follow directions of on-site supervisor</li> <li>○ Weekend availability</li> <li>○ Medium level of fitness and good health as the projects are usually labour intensive</li> <li>○ Appropriate clothing as advised</li> <li>○ No prior skills or experience necessary</li> </ul>
Provided	<ul style="list-style-type: none"> <li>○ On-site supervisor</li> <li>○ Training</li> <li>○ Tools and equipment</li> <li>○ Morning tea</li> </ul>
Availability	<ul style="list-style-type: none"> <li>○ Weekdays and/or weekends (depending on site)</li> </ul>
Training provided	<ul style="list-style-type: none"> <li>○ On-site training from the supervisor before each project. This will include detailed information about the project, site safety and the safe use of equipment</li> </ul>