



## Position Description

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| <b>Position</b>                            | Volunteer Coordinator                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Directorate</b>                         | People & Culture, Corporate Services Directorate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Location/s</b>                          | Mosman                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Reports to</b>                          | Manager People & Culture                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Direct Reports</b>                      | Nil                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Enterprise Agreement Classification</b> | Level 5, Full Time Non-Ongoing 2 years                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Our Organisation</b>                    | <p>The Sydney Harbour Federation Trust (Harbour Trust) manages extraordinary places on the world's best harbour and provides the public with access to precious bushland, parks and open spaces.</p> <p>Located in First Nations countries, our visitor destinations are known for their natural beauty. They also feature heritage-listed structures and other remnants from Australia's colonial, maritime and military history. For these reasons, they have significance on a national and international scale.</p> <p>Our vision includes making our destinations accessible to diverse audiences, amplifying their heritage and environmental values through storytelling and – through their conservation, remediation and adaptive reuse – fostering a sense of place and belonging.</p> |
| <b>Code of Conduct &amp; Values</b>        | <p>All employees at the Harbour Trust abide by the Harbour Trust's key values and Code of Conduct, behaving honestly and with integrity and acting with care and diligence.</p> <p>Employees are required to maintain confidentiality of all Harbour Trust information, upholding the Harbour Trust's values, integrity and its good reputation.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Harbour Trust Behaviours</b>            | <p>Delivering on these behavioural expectations is the responsibility of all staff and forms part of our integrated performance framework:</p> <ul style="list-style-type: none"> <li>- We are ambassadors</li> <li>- We share information</li> <li>- Us not they</li> <li>- Collaboration is key</li> <li>- Caring for country mindset</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                               |

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|                            | <ul style="list-style-type: none"> <li>- We are all storytellers</li> <li>- Being constructive</li> <li>- Innovation mindset</li> </ul>                                                                                                                                                                                                  |
| <b>Delegations</b>         | To fulfill your role and responsibilities, you are delegated powers outlined within the Harbour Trust Register of Delegations. Delegated powers are to be exercised responsibly in a proper, ethical, diligent, professional and efficient manner, including always acting in good faith and in the best interests of the Harbour Trust. |
| <b>Health &amp; Safety</b> | The Harbour Trust integrates safety into all aspects of the business to promote a positive safety culture and takes proactive steps to mitigate the risk of harm to employees and others in the workplace.                                                                                                                               |
| <b>Our Commitment</b>      | The Harbour Trust is an equal employment opportunity employer, committed to ensuring all employees are free from discrimination and harassment; where everyone is treated with dignity, courtesy and respect.                                                                                                                            |

## ROLE OVERVIEW:

The role is responsible for coordinating and delivering activities required to manage the volunteer life cycle at the Harbour Trust under the guidance of the Manager People & Culture.

This role is to support the implementation of the Harbour Trust Volunteers Strategy (2024-2029).

The key accountabilities of this role are:

1. Review, standardise and implement an effective volunteer life cycle process
2. Support the current Volunteer Program to meet its regular operational needs
3. Provide active contribution to the implementation of the Volunteer Strategy and the functioning and reporting of the related working groups

## ROLE ACCOUNTABILITIES:

1. Review, standardise and implement an effective volunteer life cycle, via:
  - Effective contribution to the review and standardisation of processes and procedures to manage and support the Volunteer life cycle, thus contributing to an optimal volunteering experience. The activities will include:
    - Recruitment
    - Onboarding
    - Performance Management
    - Retention and engagement
    - Learning and Development
    - Offboarding and Exit Surveys

- Providing value-add support to implement processes and procedures via:
    - Development and delivery of training materials – policies, processes and procedures
    - Collation of feedback for reviews to adopt a continuous improvement mindset
  - Contributing to change management initiatives identified
2. Support the organisation in recruiting volunteers to meet operational needs, which include:
- Providing “on the ground” operational support to the Recruiting Managers including:
    - Recruitment
    - Onboarding
    - Performance Management
    - Retention and engagement
    - Learning and Development
    - Offboarding and Exit Surveys
  - Note that as this role is part of a change program to implement the Volunteer Strategy, items will be progressively handed over to this role from the existing volunteer support team.
  - Maintenance of information in the Volunteers Management System to ensure accurate information is captured
  - Building supportive relationships with volunteers to address their needs
3. Provide active contribution to the implementation of the Volunteer Strategy and be an active member of the Volunteer working group and any other working group as required.

## SELECTION CRITERIA

### Essential (*Qualifications, attributes, skills and knowledge*)

- Experience in:
  - managing the life cycle of employees and/or volunteers
  - setting up frameworks or guidelines that enable a process to be followed correctly
  - managing or leading change projects
  - volunteer management for medium-sized not for profit organisation(s) desirable
- High level of written, collaboration, interpersonal and communication skills with a customer service focus
- Ability to partner with key stakeholders from across the business
- Exposure to project management and strategy implementation
- High level of computer literacy, intermediate skills in MS Office Suite, Microsoft teams
- Ability to utilise a Human Resources Information System is desirable
- Continual improvement mindset and a willingness to search for more efficient and effective methods
- Ability to interpret information and make decisions within scope of responsibility
- Ability to maintain confidentiality, self-motivation and professionalism.
- Effective time management and ability to prioritise workloads and competing demands.



## **Desirable**

- Experience using SharePoint
- Intermediate level of MS applications – Word, Excel, Outlook

## **Desirable Qualifications**

- Human Resources qualification

## **Eligibility**

- Satisfy a Police Check
- Hold Australian citizenship or residency or appropriate visa.

| Supports strategic direction                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Supports productive working relationships                                                                                                                                                                                                                                                                                                                                                                                                                                                            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                                                                                                                                                                                                                                                                                                                                                                       | Communicates with influence                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     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| <p><b>Supports shared purpose and direction</b></p> <p>Understands, supports and promotes the organisation's vision, mission, and business objectives. Identifies the relationship between organisational goals and operational tasks. Clearly communicates goals and objectives to others. Understands, supports and communicates the reasons for decisions and recommendations.</p> <p><b>Thinks strategically</b></p> <p>Understands the work environment and initiates and develops team goals, strategies and work plans. Identifies broader factors, trends and influences that may impact on the team's work objectives. Considers the ramifications of issues and longer-term impact of own work and work area.</p> <p><b>Harnesses information and opportunities</b></p> <p>Gathers and investigates information from diverse sources and explores new ideas and different viewpoints. Uses experience to analyse what information is important and how it should be used. Maintains an awareness of the organisation and keeps self and others well informed on work issues and finds out about best practice approaches.</p> <p><b>Shows judgement, intelligence and commonsense</b></p> <p>Undertakes objective, systematic analysis and draws accurate conclusions based on evidence. Recognises the links between interconnected issues. Identifies problems and works to resolve them. Thinks laterally, identifies, implements and promotes improved work practices.</p> | <p><b>Identifies and uses resources wisely</b></p> <p>Reviews project performance and identifies opportunities for improvement. Makes effective use of individual and team capabilities and negotiates responsibility for work outcomes. Is responsive to changes in requirements.</p> <p><b>Applies and builds professional expertise</b></p> <p>Values specialist expertise and capitalises on the knowledge and skills of others within the organisation. Contributes own expertise to achieve outcomes for the business unit.</p> <p><b>Responds positively to change</b></p> <p>Establishes clear plans and timeframes for project implementation. Responds in a positive and flexible manner to change and uncertainty. Shares information with others and assists them to adapt.</p> <p><b>Takes responsibility for managing work projects to achieve results</b></p> <p>Sees projects through to completion. Monitors project progress and adjusts plans as required. Commits to achieving quality outcomes and adheres to documentation procedures. Seeks feedback from supervisor to gauge satisfaction.</p> | <p><b>Nurtures internal and external relationships</b></p> <p>Builds and sustains positive relationships with team members, stakeholders and clients. Proactively offers assistance for a mutually beneficial relationship. Anticipates and is responsive to client and stakeholder needs and expectations.</p> <p><b>Listens to, understands and recognises the needs of others</b></p> <p>Actively listens to staff, colleagues, clients and stakeholders. Involves others and recognises their contributions. Consults and shares information and ensures others are kept informed of issues. Works collaboratively and operates as an effective team member.</p> <p><b>Values individual differences and diversity</b></p> <p>Recognises the positive benefits that can be gained from diversity. Encourages the exploration of diverse views and harnesses the benefits of such views. Recognises the different working styles of individuals, and factors this into the management of people and tasks. Tries to see things from different perspectives. Treats people with respect and courtesy.</p> <p><b>Shares learning and supports others</b></p> <p>Identifies learning opportunities for others and delegates tasks effectively. Agrees clear performance standards and gives timely praise and recognition. Makes time for people and offers full support when required. Provides constructive and regular feedback. Deals with under-performance promptly.</p> | <p><b>Demonstrates public service professionalism and probity</b></p> <p>Adopts a principled approach and adheres to the APS Values and Code of Conduct. Acts professionally at all times and operates within the boundaries of organisational processes and legal and public policy constraints. Operates as an effective representative of the organisation in internal forums.</p> <p><b>Engages with risk and shows personal courage</b></p> <p>Provides impartial and forthright advice. Challenges issues constructively and justifies own position when challenged. Acknowledges mistakes and learns from them, and seeks guidance and advice when required.</p> <p><b>Commits to action</b></p> <p>Takes personal responsibility for meeting objectives and progressing work. Shows initiative and does what is required. Commits energy and drive to see that goals are achieved.</p> <p><b>Promotes and adopts a positive and balanced approach to work</b></p> <p>Persists with, and focuses on achieving, objectives even in difficult circumstances. Remains positive and responds to pressure in a calm manner.</p> <p><b>Demonstrates self awareness and a commitment to personal development</b></p> <p>Self-evaluates performance and seeks feedback from others. Communicates areas of strengths and acknowledges development needs. Reflects on own behaviour and recognises the impact on others. Shows commitment to learning and self-development.</p> | <p><b>Communicates clearly</b></p> <p>Confidently presents messages in a clear, concise and articulate manner. Focuses on key points and uses appropriate, unambiguous language. Selects the most appropriate medium for conveying information and structures written and oral communication to ensure clarity.</p> <p><b>Listens, understands and adapts to audience</b></p> <p>Seeks to understand the audience and tailors communication style and message accordingly. Listens carefully to others and checks to ensure their views have been understood. Checks own understanding of others' comments and does not allow misunderstandings to linger.</p> <p><b>Negotiates confidently</b></p> <p>Approaches negotiations with a clear understanding of key issues. Understands the desired outcomes. Anticipates and identifies relevant stakeholders' expectations and concerns. Discusses issues credibly and thoughtfully and presents persuasive counter-arguments. Encourages the support of relevant stakeholders.</p> |