



Creating extraordinary places on the world's best harbour.

Position Description

Position Title:	Volunteer Officer – Cockatoo Island / North Head
Division:	Marketing & Visitor Experience
Location/s:	Cockatoo Island /North Head and other sites from time to time
Reports to:	Manager Volunteers
Direct Reports	Nil
Enterprise Agreement Classification	APS Level 4 (Friday, Saturday, Sunday)
Our Organisation	<p>The Sydney Harbour Federation Trust (the Harbour Trust) is an Australian Government agency that protects and manages some of the most historically significant foreshore sites on Sydney Harbour including Cockatoo Island in Sydney Harbour, Woolwich Dock and Parklands in Woolwich, Sub Base Platypus in North Sydney, Georges Heights, Middle Head and Chowder Bay in Mosman, North Head Sanctuary in Manly, Marine Biological Station in Watsons Bay and Macquarie Lightstation in Vaucluse.</p> <p>The Harbour Trust’s mission is to bring to life our natural and cultural heritage and provide a lasting legacy for all Australians through conservation, remediation and the adaptive reuse of places in our care.</p> <p>Our sites are rich in history and link us to our complex past and continuing connections. They are Country – the interconnected layers of water, land and air that for First Nations people hold cultural practices, community and sense of worth. They tell stories of colonization and dispossession, of convict incarceration, of nineteenth and twentieth century military and defence roles, and speak of the enterprise and industry of the modern nation, and of the contemporary communities they have become.</p>
Code of Conduct & Values	<p>All employees at the Trust abide by the 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 Trust information, upholding the Trust’s values, integrity and its good reputation.</p>

Health & Safety	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.
Our Commitment	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 Volunteer Officer provides administrative support to the volunteer program and is responsible for arranging rostering, assisting with communications, maintaining volunteer levels and ongoing liaison of Volunteers of the Harbour Trust.

A key aspect of this role is to provide additional support for volunteers to ensure their volunteering experiences are enjoyable, meaningful, and safe and enable diverse opportunities to contribute, especially for volunteers rostered in visitor facing roles and over weekends.

This role will provide front of house support to visitor services volunteers during busy periods and will be responsible for a broad range of administrative functions related to the Harbour Trust volunteer program.

Working Friday, Saturday, and Sunday this part time role is primarily based onsite at our iconic heritage destinations Cockatoo Island, North Head Sanctuary and Headland Park (Mosman). The role will also work occasionally from other Harbour Trust sites as required.

Anticipated work schedule* for this role would be:

- Fridays (8:30 – 4:30pm*): predominantly Headland Park, Mosman,
- Saturdays (9-5pm*): predominantly Cockatoo Island.
- Sundays (8:30 – 4:30pm*): North Head Sanctuary twice per month, otherwise Cockatoo Island.

*Both working hours and location may vary occasionally, depending on the operational requirements of the Harbour Trust. Hours outside of the bandwidth (as listed within the Enterprise Agreement) would incur overtime rates.

ROLE ACCOUNTABILITIES:

1. Be a key support for volunteers to ensure their volunteering experiences are enjoyable, meaningful, and safe and enable diverse opportunities to contribute.
2. Ensure all visitor/public facing volunteers have the necessary support, training, and resources to feel confident serving as ambassadors for Harbour Trust, welcoming everyone to our sites and providing excellent customer service.

3. Provide supervision and support to rostered volunteers to maintain high levels of customer service, consistency in daily procedures and facilitate compliance with Harbour Trust policies, values, and behaviours.
4. Assist with recruitment, induction, and ongoing training of volunteers, ensuring they have the skills and capabilities required by the Harbour Trust and maintains required level of volunteers to meet current needs and future growth strategies.
5. Coordinate the rostering of volunteers ensuring all areas are sufficiently covered.
6. Maintain volunteer communication channels to ensure volunteers are aware of important information including Harbour Trust activities, site disruptions, tours, events, and other relevant information.
7. Assist in the development, implementation, and evaluation of volunteer procedures.
8. Assist the Manager, Volunteers with the Volunteer compliance with the Harbour Trust's Work Health and Safety system to ensure volunteer programs operate within the policies and procedures and legislation covering the Harbour Trust
9. Troubleshoot operational issues as they arise (e.g. point of sale, IT, audio tours) and provide support to volunteers should issues arise, escalating the matter to the Volunteer Manager if required.
10. Maintain volunteer database and records management (Volgistics) for the volunteer program, perform administrative tasks related to tour bookings, volunteer attendance, stock control, web content updates on the volunteer portal, visitor surveys and responding to relevant email enquiries.

SELECTION CRITERIA

Essential (Qualifications, attitudes, skills and knowledge)

1. Administration skills and experience preferably with volunteers, public programs, or community education.
2. Demonstrated experience in providing high standards of customer service, ideally in a visitor destination or tourism setting.
3. High level interpersonal skills and demonstrated ability to communicate effectively with a broad range of stakeholders, particularly visitors and adult volunteers.
4. Skills and experience to support recruitment, onboarding and training of new starters and providing effective supervision relevant to the role.
5. Skills and commitment to work collaboratively as part of a small team and independently as required
6. Demonstrated skills and confidence resolving grievances and responding to complaints.
7. Demonstrated ability to maintain a high level of confidentiality, self-motivation, initiative and problem-solving skills.



8. Demonstrated experience and enthusiasm for working with volunteers and commitment to enabling meaningful, safe, inclusive and enjoyable volunteering experiences for diverse volunteers.
9. Willingness to work at Cockatoo Island, North Head Visitor Centre, Headland Park, and other sites if required, and to work weekends
10. Willingness to undertake required reading/research related to the role.

Desirable

Driver's license is desirable, to facilitate travel between sites.

ELIGIBILITY:

- Satisfy a Police Check.
- Working with Children Check
- Australian citizenship or residency
- Willingness to obtain First aid and other WHS qualifications
- Participation in Harbour Trust Fire Warden training

QUALIFICATIONS:

Relevant qualification or transferrable industry experience in heritage tourism, visitor services, volunteer supervision.

THE CORE CAPABILITY FRAMEWORK – (Level 4)

COMMUNICATION
<ul style="list-style-type: none"> • Prepares written material that has a clear and logical structure • Communicates technical information clearly • Encourages and participates in open, productive discussions • Tailors communication to the situation and the needs of the audience
WORKING with PEOPLE
<ul style="list-style-type: none"> • Responds positively to feedback from team members and acts on it where appropriate; provides constructive feedback on team effectiveness where required • Considers and responds to team dynamics • Seeks others' input and ideas and shares knowledge to complete tasks • Networks with others to build relationships with clients and/or stakeholders <p>Responds in a calm and constructive way when conflicts and disagreements arise</p>
PROBLEM SOLVING & DECISION MAKING
<ul style="list-style-type: none"> • Proactively anticipates issues and problems and generates practical solutions through wider analysis • Focuses efforts on what is within own control and area of influence • Researches and analyses information and draws accurate conclusions based on evidence • Questions processes and procedures in own area in order to identify and implement new ways of working
PLANNING & TIME MANAGEMENT
<ul style="list-style-type: none"> • Understands how own and team performance goals contribute to the department's goals and can communicate direction to colleagues • Prepares for, implements and monitors change in own work, to meet the timely delivery of outcomes. • Is able to work independently under broad supervision • Identifies effective options for achieving objectives and aligns options to Trust aims • Applies and monitors customer focus and responsiveness
TRUST SPECIFIC KNOWLEDGE
<ul style="list-style-type: none"> • Builds, applies and maintains appropriate experience, skills and knowledge • Where relevant, maintains and demonstrates qualifications or specialist expertise • Demonstrates familiarity of and applies legislation, policy and regulatory frameworks to own work and applies procedures to daily work activities • Considers environmental requirements with resource usage, storage and maintenance • Develops awareness of contractual procedures and processes