



Position Description

Position	After Dark Tour Performer
Directorate	Marketing & Visitor Experience
Location/s	Cockatoo Island
Reports to	Education and Engagement Programs Officer
Direct Reports	Nil
Enterprise Agreement Classification	Level 1
Our Organisation	<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> <p>Our volunteer program is integral to achieving our vision. Volunteer involvement is underpinned by strong staff ownership across the organisation for engaging and managing our volunteers</p>
Code of Conduct & Values	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.



	Employees are required to maintain confidentiality of all Harbour Trust information, upholding the Harbour Trust's values, integrity and its good reputation.
Harbour Trust Behaviours	<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"> - We are ambassadors - We share information - Us not they - Collaboration is key - Caring for country mindset - We are all storytellers - Being constructive - Innovation mindset
Delegations	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.
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 After Dark Tour Performer is responsible for providing a safe and enjoyable after dark visitor experience while delivering a performance style tour on the histories and dark stories of Harbour Trust sites, such as Cockatoo Island, to various audiences. The After Dark Tour Performer will predominantly deliver tours between the hours of 5:00pm and 10:00pm on Cockatoo Island using prescribed resources. Tour groups are comprised of the general public, international tourists, families and special interest groups. You may also be required to deliver Public Program Tours on Harbour Trust sites during daylight hours.



ROLE ACCOUNTABILITIES:

- Deliver engaging and enjoyable after dark visitor experiences through compelling and entertaining storytelling that highlights stories of people and place, based on the dark histories, cultural and heritage significance of Harbour Trust sites.
- Deliver tours using the script provided, and adapt tour delivery to engage attendees with diverse audience needs.
- Strong interpersonal and communication skills with exceptional customer service to all stakeholders.
- Maintain a high level of safety during all tours including pre-tour safety briefings.
- Maintain an overall knowledge of and promote the Harbour Trust's role in the management of heritage sites.
- Ensure tour materials and engagement spaces are ready prior to all tours.
- Maintain an accurate head count of all participants as required.
- Monitor visitor's activities to ensure compliance with the Harbour Trust's policies, procedures and safety practices.
- Deliver engaging Public Program tours as required.

While we have made every effort to include all core responsibilities in this position description, it is not an exhaustive list of accountabilities. Tasks and priorities may change based on business needs.

SELECTION CRITERIA:

Essential (Qualifications, attributes, skills and knowledge)

- Capacity to learn about the history of the Harbour Trust's sites, to convey their historical, heritage, social and cultural significance to visitors in an engaging manner
- Demonstrated strong performance and storytelling ability to communicate true stories about Harbour Trust sites in an engaging way.
- Ability to guide a wide variety of audience groups and be inclusive of different audience needs.
- Ability to maintain a safe environment throughout the tour and follow WHS procedures.
- Ability to provide a high level of customer service to all stakeholders.
- The ability to work as part of a broader team and individually.
- Ability to problem solve and adapt to changing circumstances as needed such as weather or changes tour routes
- Strong time management skills and willingness to undertake regular training as required.
- Able to work a minimum of two shifts per month flexible evening hours, including on weekends, and on some days as required.
- Ability to travel to different Harbour Trust sites as required.



- Ability to ascend and descend steps, steep inclines, and ability to navigate over uneven ground when leading tours within allocated timeframes.

Desirable

- Knowledge and/or background of Australian history and passion for the history and cultural significance of Harbour Trust sites.
- Certificate IV in Guiding.
- Fluency in a language other than English and/or Auslan.

ELIGIBILITY:

- Satisfy a Police Check.
- Hold an Australian citizenship or residency.
- Satisfy a Working with Children Check.
- Possession of a current First Aid Certificate or willingness to obtain one.



INTEGRATED LEADERSHIP SYSTEM- Level 1

Supports strategic direction	Achieves results	Supports productive working relationships	Displays personal drive and integrity	Communicates with influence
<p>Supports shared purpose and direction</p> <p>Understands and supports the organisation's vision, mission and business objectives. Follows direction provided by supervisor. Recognises how own work contributes to the achievement of team and section goals. Understands the reasons for decisions and recommendations.</p> <p>Thinks strategically</p> <p>Understands the work environment and contributes to the development of work plans and team goals. Demonstrates an awareness of issues that may impact on designated work tasks.</p> <p>Harnesses information and opportunities</p> <p>Knows where to find information, and asks questions to ensure a better understanding of issues. Uses established guidelines to determine what information should be conveyed to others. Keeps supervisor informed on work progress.</p> <p>Shows judgement, intelligence and commonsense</p> <p>Researches and analyses information relevant to work tasks and responsibilities. Identifies issues that may impact on designated tasks and alerts supervisor. Suggests improvements to work tasks.</p>	<p>Identifies and uses resources wisely</p> <p>Researches and analyses information relevant to work tasks and responsibilities. Identifies issues that may impact on designated tasks and alerts supervisor. Suggests improvements to work tasks.</p> <p>Applies and builds professional expertise</p> <p>Contributes own expertise to achieve outcomes for the business unit.</p> <p>Responds positively to change</p> <p>Creates and maintains schedules. Responds in a positive manner to change. Shares information with others. Is adaptable in approach and willing to be flexible to accommodate the changing needs of the team.</p> <p>Takes responsibility for managing work projects to achieve results</p> <p>Sees tasks through to completion. Works within agreed priorities, works independently on routine tasks and accepts more challenging tasks. Maintains accurate records and files. Seeks feedback from supervisor to gauge satisfaction and seeks assistance when required.</p>	<p>Nurtures internal and external relationships</p> <p>Builds and sustains positive relationships with team members and clients. Actively participates in teamwork and activities. Responds under direction to changes in client needs and expectations.</p> <p>Listens to, understands and recognises the needs of others</p> <p>Actively listens to colleagues and clients. Shares information and contributes to team discussions. Works closely with team members to achieve results and operates as an effective team member.</p> <p>Values individual differences and diversity</p> <p>Understands, values and responds to different personal styles. Tries to see things from different perspectives. Treats people with respect and courtesy.</p> <p>Shares learning and supports others</p> <p>Identifies learning opportunities. Supports the contribution of others. Understands and acts on constructive feedback.</p>	<p>Demonstrates public service professionalism and probity</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.</p> <p>Engages with risk and shows personal courage</p> <p>Provides accurate advice on less complex issues. Acknowledges mistakes and learns from them, and seeks guidance and advice when required.</p> <p>Commits to action</p> <p>Takes personal responsibility for accurate completion of work and seeks assistance when required. Commits energy and drive to see that goals are achieved.</p> <p>Promotes and adopts a positive and balanced approach to work</p> <p>Works as directed to achieve work objectives, even in difficult circumstances. Remains positive and responds to pressure in a calm manner.</p> <p>Demonstrates self awareness and a commitment to personal development</p> <p>Seeks feedback from others. Understands areas of strengths and works with supervisor to identify development needs. Is aware of the impact of own behaviour on others. Seeks self-development opportunities.</p>	<p>Communicates clearly</p> <p>Communicates messages clearly and concisely. Focuses on key points and uses appropriate language. Structures written and oral communication so it is easy to follow.</p> <p>Listens, understands and adapts to audience</p> <p>Adapts communication style and approach to ensure they address the needs of different people or audiences. Listens carefully to others and checks to ensure their views have been understood. Checks own understanding of others' comments.</p> <p>Negotiates confidently</p> <p>Listens to, and considers different ideas. Discusses issues without getting personal or aggressive.</p>