



## Position Description

<b>Position</b>	Visitor Services Officer
<b>Directorate</b>	Marketing & Visitor Experience
<b>Location/s</b>	Cockatoo Island & North Head Sanctuary (Regular visitation to Headland Park)
<b>Reports to</b>	Head of Experience, Learning & Events
<b>Direct Reports</b>	Visitor Services Volunteers
<b>Enterprise Agreement Classification</b>	Level 4
<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> <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>
<b>Code of Conduct &amp; Values</b>	<p>All employees and volunteers 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> <li>- We are all storytellers</li> <li>- Being constructive</li> <li>- Innovation mindset</li> </ul>
<b>Delegations</b>	<p>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.</p>
<b>Health &amp; Safety</b>	<p>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, volunteers and others in the workplace.</p>
<b>Our Commitment</b>	<p>The Harbour Trust is an equal employment opportunity employer, committed to ensuring all employees and volunteers are free from discrimination and harassment; where everyone is treated with dignity, courtesy and respect.</p>

## ROLE OVERVIEW:

The Visitor Services Officer is responsible for the oversight and day to day operations of the Harbour Trust visitor centres. This includes supervising, briefing and co-ordinating visitor service volunteers to ensure consistent, high quality visitor experiences.

## ROLE ACCOUNTABILITIES:

- Support volunteer onboarding and induction and provide supervision and support to rostered visitor centre volunteers to maintain high levels of customer service, consistency in daily procedures and facilitate compliance with Harbour Trust policies, values and behaviours.
- Perform administrative tasks related to activities run from visitor centres including developing daily checklists, managing rosters, volunteer & guided tour bookings, audio tours, volunteer attendance, merchandise ordering, website and Bookable updates and responding to relevant email enquiries.
- Provide daily briefing to volunteers at each visitor centre to ensure consistency of messaging and continuity of information.



- Manage visitor centre merchandise including stock levels and ordering new merchandise items as per available budget. Look to improve the retail offering, marketing of saleable items and developing new products where feasible.
- Troubleshoot operational issues as they arise (e.g. point of sale, IT, audio tours) and provide onsite/remote support (phone / email) to volunteers should issues arise.
- Provide recruitment assistance to the People & Culture – Volunteer Co-Ordinator to maintain the current level of volunteers required and to assist with current volunteer visitor centre demand and future growth strategies.
- When Volunteers are unable to staff visitor centres, step in and provide this service to ensure the centre remains open.
- Supervises volunteers within the area of functional responsibility in a manner consistent with Harbour Trust policies, procedures and processes that ensures the safety, capability, performance and engagement of volunteers.

*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*)

- Administration skills and experience preferably with volunteers, public programs, or community education.
- Demonstrated experience in providing high standards of customer service, ideally in a visitor destination or tourism setting.
- High level interpersonal skills and demonstrated ability to communicate effectively with a broad range of stakeholders, particularly visitors and adult volunteers.
- Skills and experience to support recruitment, onboarding and training of new starters and providing effective supervision relevant to the role.
- Skills and commitment to work collaboratively as part of a small team and independently as required.
- Demonstrated skills and confidence resolving grievances and responding to complaints.
- Demonstrated ability to maintain a high level of confidentiality, self-motivation, initiative and problem-solving skills.
- Demonstrated experience and enthusiasm for working with volunteers and commitment to enabling meaningful, safe, inclusive and enjoyable volunteering experiences for diverse volunteers.
- Willingness to work at Cockatoo Island, North Head Visitor Centre, Headland Park, and other sites if required, and to work weekends.
- Willingness to undertake required reading/research related to the role.

**Desirable**

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

**QUALIFICATIONS:**

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

**ELIGIBILITY:**

- Satisfy a Police Check.
- Working with Children Check
- Right to work in Australia
- Willingness to obtain First aid and other WHS qualifications
- Participation in Harbour Trust Fire Warden training



## INTEGRATED LEADERSHIP SYSTEM- Level 4

Supports strategic direction	Achieves results	Supports productive working relationships	Displays personal drive and integrity	Communicates with influence
<p><b>Supports shared purpose and direction</b></p> <p>Understands and supports the organisation's vision, mission and business objectives. Communicates and follows direction provided by supervisor. Recognises how own work contributes to the achievement of organisational goals. Understands the reasons for decisions and recommendations.</p> <p><b>Thinks strategically</b></p> <p>Understands the work environment and contributes to the development of plans, strategies and team goals. Identifies issues and problems that may impact on own work objectives. Demonstrates an awareness of the implications of issues for own work.</p> <p><b>Harnesses information and opportunities</b></p> <p>Draws on information from multiple sources and uses agreed guidelines to analyse what information is important and how it should be used. Keeps self and others well informed on work progress.</p> <p><b>Shows judgement, intelligence and common-sense</b></p> <p>Undertakes analysis and draws accurate conclusions based on evidence. Thinks laterally and identifies and implements improved work practices.</p>	<p><b>Identifies and uses resources wisely</b></p> <p>Reviews task performance and communicates outcomes to supervisor. Makes effective use of individual and team capabilities. Is responsive to changes in requirements.</p> <p><b>Applies and builds professional expertise</b></p> <p>Contributes own expertise to achieve outcomes for the business unit.</p> <p><b>Responds positively to change</b></p> <p>Establishes task plans and simple project plans with measurable milestones to deliver objectives. Responds in a positive and flexible manner to change. Shares information with others and adapts to a changing environment.</p> <p><b>Takes responsibility for managing work projects to achieve results</b></p> <p>Sees tasks through to completion. Works within agreed priorities. Commits to achieving quality outcomes and adheres to documentation procedures. Seeks feedback from supervisor to gauge satisfaction and seeks guidance when required.</p>	<p><b>Nurtures internal and external relationships</b></p> <p>Builds and sustains positive relationship with team members and clients. Is responsive to changes in client needs and expectations.</p> <p><b>Listens to, understands and recognises the needs of others</b></p> <p>Actively listens to colleagues and clients. 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. Recognises the different working styles of individuals, and factors this into the management of 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. Makes time for people and supports the contribution of others. Understands and acts on constructive feedback.</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 work area in internal forums.</p> <p><b>Engages with risk and shows personal courage</b></p> <p>Provides accurate advice on issues. 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 accurate completion of work and seeks guidance when required. 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>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>Seeks feedback from others. Communicates areas of strengths and works with supervisor to identify development needs. Reflects on own behaviour and recognises the impact on others. Seeks self-development opportunities.</p>	<p><b>Communicates clearly</b></p> <p>Confidently presents messages in a clear, concise manner. Focuses on key points and uses appropriate language. 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.</p> <p><b>Negotiates confidently</b></p> <p>Listens to, and considers different ideas and discusses issues credibly and thoughtfully. Identifies other people's expectations and concerns..</p>