



Position Description

Position	Education Program Guide
Division	Marketing & Visitor Experience
Location/s	Cockatoo Island / other Harbour Trust sites as required
Reports to	Education and Engagement Programs Officer
Direct Reports	Nil
Enterprise Agreement Classification	Level 2 (Casual)
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	<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>

Health & Safety	The Harbour Trust provides a safe and healthy workplace and endeavours to protect employees and others in the workplace from harm to their health, safety & welfare by elimination or minimisation of risks arising from work.
Our Commitment	The 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 Education Program Guide is responsible for communicating the history and significance of Harbour Trust sites (predominantly Cockatoo Island but including other sites as required) mainly through program tours to primary and high school groups and students at a Tertiary level.

The Education Program Guide is responsible for communicating the history and significance of the Harbour Trust properties, while linking this to the relevant NSW Syllabus for primary and high school students or relevant program outcomes for Tertiary students. Education programs for school students are linked to NSW Syllabus and Australian Curriculum Outcomes. All education programs have been developed to ensure student engagement, connection, and historical learning.

Primary and high school programs are developed and delivered in education stages. Content and communication (ideas, vocabulary and questioning) within the programs are specific to each stage. Education Program Guides will have experience in the delivery of a variety of school education and/or tertiary programs and in adapting engagement strategies, within content parameters, to ensure best education practices.

ROLE ACCOUNTABILITIES:

- Provide engaging and enjoyable education programs that shares the cultural, heritage and educational aspects of Harbour Trust sites, predominantly Cockatoo Island, with students and teachers that is responsive to audience needs.
- Deliver the Harbour Trust education program linking to the relevant NSW Syllabus and/or Education Program outcomes communicating the cultural heritage and educational aspects of the Harbour Trust sites.
- Deliver a stage-specific education program content via direct teaching, dramatic role play and questioning techniques.
- Apply strong interpersonal and communication skills to greet schools and provide exceptional customer service to all stakeholders.
- Maintain a safe working environment including delivery of pre education program safety briefings.
- Engage with and promote the Harbour Trust's role in the management of heritage sites.
- Maintain an accurate head count of students and communicate to the Education and Engagement Program Officer.

- Monitor visitor's activities to ensure compliance with the Harbour Trust's policies, procedures and safety practices.

SELECTION CRITERIA:

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

- Qualifications in school education, museum and/or heritage studies and/or experience in related fields.
- Capacity to learn and deliver education program content of multiple Harbour Trust sites, predominately Cockatoo Island, to students from Kindergarten to Year 12 across different NSW Syllabi and students at a Tertiary level.
- Demonstrated experience working with children of various ages and stages in an education, museum and/or heritage setting.
- Demonstrated ability to adapt learning and teaching strategies to maintain student engagement and meet student learning outcomes across different education stages.
- Demonstrated strong interpersonal and communication skill with the ability to provide a high level of customer service to all stakeholders.
- Willingness to work as part of a team and to work autonomously.
- Strong time management and problem-solving skills to deliver education programs effectively.
- Demonstrated ability delivering education programs to groups of adults, children and young people while maintaining constant awareness of WH&S responsibilities.
- Willingness to undertake regular training as required.
- Availability to work Monday – Friday and some weekends as required. Willingness to work flexible hours within these days as well as travel to different sites as required.
- Ability to ascend and descend steps, steep inclines, and navigate over uneven ground when leading tours within allocated timeframes.

DESIRABLE

- Proven experience in supporting and/or teaching students with diverse learning needs.
- Proven experience in teaching Australian history, combined with a willingness to undertake further training specific to program content.
- Interest in the history, environmental conditions and cultural significance of the Harbour Trust's various sites.

ELIGIBILITY

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

Integrated Leadership System- Level 2

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>