



Creating extraordinary places on the world's best harbour.

Position Description

Position	Public Program Guide
Division:	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 (the Harbour Trust) was created by the Australian Government responsible for vision planning and management of Sydney Harbour sites 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 vision is to create and share extraordinary places on Sydney Harbour and amplify their stories.</p> <p>Our 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>Sites that were for many years hidden away from public view are now open for all, containing an extraordinary mix of historic buildings, magnificent harbour views, pristine natural landscapes and defence heritage. These public spaces and parklands now offer major events, exhibitions, venue hire, accommodation, tours and business tenancy.</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.
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 Public Program Guide is responsible for providing a safe and enjoyable visitor experience while communicating the history and significance of the Harbour Trust sites, including Cockatoo Island and Sub Base Platypus. Tour groups comprise of the general public, families and special interest groups.

ROLE ACCOUNTABILITIES:

- Provide an engaging and enjoyable visitor experience to communicate the cultural, heritage, historic and environmental aspects of the Harbour Trust sites.
- Flexible tour delivery to ensure engagement of tour attendees with various 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 accurate head count of all participants.
- 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*)

- Capacity to learn about the history of the Harbour Trust's sites, to convey their historical, heritage, social and cultural significance to visitors.
- Ability to adapt tour routes and delivery to be inclusive of various groups, including people with a disability and those with English as a second language.



- Demonstrated ability to guide a wide variety of audience groups, including seniors, family groups and children while maintaining safe environment.
- Demonstrated strong interpersonal and communication skills to deliver high quality tours in alignment with the messaging and goals of the Harbour Trust.
- Ability to provide a high level of customer service to all stakeholders,
- The ability to work part of a team and individually.
- Ability to problem solve and adapt to changing circumstances as needed.
- Strong time management skills and willingness to undertake regular training as required.
- Able to work flexible hours, including weekends and some evenings including travel to different Harbour Trust sites.
- 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 an interest in the history and cultural significance of Harbour Trust sites.
- Certificate IV in Guiding

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>