



Position Description

| | |
|--|---|
| Position | Education and Engagement Program Assistant |
| Division | Marketing & Visitor Experience |
| Location/s | Cockatoo Island / Headland Park / Sub Base Platypus / North Head Sanctuary and other Harbour Trust sites as required |
| Reports to | Education and Engagement Program Officer |
| Direct Reports | Nil |
| Enterprise Agreement Classification | Level 2 |
| 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 Light station 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 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 Education and Engagement Program Assistant is responsible for driving new and repeat bookings, completing administrative tasks under the direction of the Education and Engagement Program Officer and, as required, deliver Harbour Trust Education Program and Public Program tours.

The Education and Engagement Program Assistant is required to take an active role in driving new and repeat bookings for both schools and private tour groups using different strategies, such as cold-calling groups and, as required, liaising with the Bookings Officers. The role also requires completing various administrative tasks under the direction of the Education and Engagement Program Officer, such as market research, writing information sheets and other small projects. The setting up and packing down of equipment and resources, such as furniture and other materials, is also required.

The Education and Engagement Program Assistant will also deliver Education and Public Program Tours and Vacation Care Programs, as developed by the Education and Engagement Program Officer, as required. These programs are designed for school students, students at a Tertiary level, the general public and special interest groups.

ROLE ACCOUNTABILITIES:

- Drive additional school and visitor bookings through different strategies, such as cold-calling schools and contacting groups who previously visited Harbour Trust sites encouraging them to book again.
- Under direction of Manager, complete a variety of administrative tasks, such as market research, writing information sheets and drafting a casual guide newsletter, or other administrative projects
- Engage with and promote the messaging and role of the Harbour Trust in its management of heritage sites.
- Confirm all tour bookings at least one week in advance via phone and/or email.
- Apply strong interpersonal and communication skills and provide exceptional customer service to all stakeholders.
- Deliver engaging and enjoyable Education and Public Program tours, as developed by the Education and Engagement Program Officer, that are responsive to audience needs and share the cultural, heritage and educational aspects of various Harbour Trust sites with diverse tour attendees throughout the day under, at times, difficult conditions.

- Deliver an engaging and enjoyable Vacation Care Program, as developed by the Education and Engagement Program Officer, during the school holidays that is responsive to audience needs.
- Assist in the setup and pack down of Education Programs and/or Public Programs materials and/or spaces, including the movement of furniture and other program materials, where required.
- Maintain a safe working environment, including the delivery of pre tour program safety briefings, and monitor visitor's activities to ensure compliance with the Harbour Trust's policies, procedures, and safety practices.
- Maintain an accurate head count of all tour attendees and communicate this to the Education and Engagement Program Officer.
- Provide support to the Education and Engagement Program Officer and colleagues in the Marketing and Visitor Experience Team as required.

SELECTION CRITERIA:

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

- Qualifications or experience in education, museum and/or heritage studies or in related fields.
- Ability to drive new and repeat bookings using different strategies, including cold-calling groups.
- Ability to promote the Harbour Trust's education and engagement programs to a variety of stakeholders that lead to new and repeat bookings.
- Demonstrated experience in completing various administrative tasks to a high standard and with competing deadlines.
- Capacity to learn and deliver Education and Public Program content of multiple Harbour Trust sites, as developed by the Education and Engagement Program Officer, to school students, Tertiary students, special interest groups and members of the general public.
- Experience and/or willingness to work with children of a variety of ages and educational stages, as well as diverse audiences of the general public, in an education, museum and/or heritage setting.
- Demonstrated strong interpersonal and communication skills with the ability to provide a high level of customer service to all stakeholders.
- Ability to work as part of a team and to work autonomously.
- Willingness to undertake regular training as required.
- Availability to work four days a week (Tuesday – Friday) and, as required, some weekends.
- Ability and willingness to travel to different sites.
- Ability to ascend and descend steps, steep inclines, and navigate over uneven ground when leading tours within allocated timeframes, as well as setting up and packing down materials and/or spaces
- Ability to adopt safe working practices when setting up and packing down educational spaces.



Desirable

- Experience in administration and/or sales.
- Experience and/or willingness to teach and/or deliver Australian history to diverse audiences.
- Interest in the history, environmental conditions, and cultural significance of the Harbour Trust's various sites.

Eligibility

- Satisfy a Police Check
- Hold Australian citizenship or residency or appropriate visa.
- Satisfy a Working with Children Check.
- Willingness to obtain a first aid certificate.

THE CORE CAPABILITY FRAMEWORK – (Level 2)

| |
|---|
| COMMUNICATION |
| <ul style="list-style-type: none"> • Responds to routine enquiries and provides timely and accurate information • Participates in workplace discussions and contributes ideas • Uses established communication channels and tools • Records information in accordance with The Trust standards and policies • Develops good listening skills; understands and follows directions • Communicates written messages clearly and creates basic documents using templates |
| WORKING with PEOPLE |
| <ul style="list-style-type: none"> • Shares ideas and information and seeks guidance from others • Works cooperatively and productively in a team; supports others and contributes to team goals • Treats others with respect and courtesy and values different approaches • Builds good team relationships • Recognises conflict and seeks guidance on addressing conflict within the team • Understands and acknowledges diversity, including gender, disability and cultural differences |
| PROBLEM SOLVING & DECISION MAKING |
| <ul style="list-style-type: none"> • Develops ability to think analytically, researches information relevant to work tasks and responsibilities • Exercises judgement in routine situations and refers more complex problems when necessary • Resolves problems in accordance with standard procedures, • Is aware of the need to improve processes and practices, providing feedback on issues and impacts of designated tasks • Understands and engages in the outcomes of decision making |
| PLANNING & TIME MANAGEMENT |
| <ul style="list-style-type: none"> • Has a basic understanding of how the work area contributes to the department’s function • Organises own work to ensure task completion • Plans own work to achieve team goals • Works in a way that is consistent with the long-term outcomes for the work area • Works within specified time frames set • Understands the need for customer focus and responsiveness |
| TRUST SPECIFIC KNOWLEDGE |
| <ul style="list-style-type: none"> • Takes active steps to grow and develop own skills, knowledge and experience • Prepares for and participates in performance management processes • Develops an understanding of and complies with policies, procedures, systems and processes including diversity, Workplace Health Safety and Security • Understands and applies the Trust values and using resources to achieve work outcome |