**NATIONAL TRUST OF AUSTRALIA (TASMANIA)**

**POSITION DESCRIPTION DRAFT**

**Role**: Front of House Supervisor

**Property**: Penitentiary Chapel Historic Site

**Standard hours of work:** 8 - 15 hours per week [Tuesday to Sunday]

**Reporting manager:** Property Manager - South

**Overview of organisation**

National Trust Tasmania is part of an international conservation movement that began in England in the 1890s. Founded in 1960, National Trust Tasmania is one of seven Australian national trusts and thus part of the nation’s largest charity that advocates for the built environment.

National Trust Tasmania is the manager of eight historic sites of exceptional cultural significance located across Tasmania’s four regions. These properties are ambassadors for the organization’s role in conservation, interpretation, visitor experiences and sustainable models for heritage assets.

**Vision:** A Tasmanian community sharing and valuing its heritage.

**Purpose:** Connect and promote Tasmania’s heritage sector as a driver of social and economic and opportunities for Tasmanians

**Values:** **Enthusiasm** – we embrace Tasmania’s heritage with a dynamic and passionate attitude

**Engagement and Inclusiveness** – We place people at the centre of everything we do and respect and welcome all

**Innovation** – We lead by ideas and welcome partnerships

**Sustainability** – We are committed to increasing the capacity of our heritage properties to generate income for a more sustainable operation

**The Role’s Primary Purpose**

Working with the Trust’s Southern Manager and a team of volunteers who operate the Hobart Convict Penitentiary Reception, Retail Shop and Site Tours, the Front of House Supervisor will be responsible for the oversight of Front of House activities. The Front of House team are a guest’s first physical point of contact with the site and therefore a critical element of the overall visitor experience. The experience comprises three key elements:

* **The Guided Tour –** takes visitors through the historic Penitentiary site including the gallows, convict-built tunnels, court number one, the chapel and solitary confinement cells and the Deputy Gaolers House. Includes **Pandemonium** - an immersive audio-visual experience located in the Prison Chapel, which retains the format of the last remaining part of the original chapel.
* **The Convict Memorial –** the latest addition to the Penitentiary visitor experience. An interactive engagement with over 75,000 convict records
* **Museum and Gift Shop –** The Museums host a selection of artefacts and images from the Penitentiary and Campbell Street Gaol site as well as the Rogues Gallery. The Gift Shop stocks a range of gifts, books and items for sale.

The Front of House Supervisor will have responsibility for the day-to-day operations of the site including the security of the Site, maintaining a high standard of visitor experience, the smooth operation of tour programs ensuring that experiences such as Unshackled, the Convict Memorial and Pandemonium are operating and will oversee the site’s opening / closing procedures and daily takings reconciliation.

The Front of House Supervisor reports to the Trust’s Southern Property Manager.

**Key responsibilities:**

* Supervise day to day Front of House operations on the PCHS site
  + Open & close the Hobart Convict Penitentiary site
  + Ensure the shop is clean, tidy, safe and ready for guests
  + Manage guests as they arrive on site by checking in guests with pre-paid bookings and taking payments from “walk in” guests
  + Activate Unshackled, the Convict Memorial and Pandemonium
  + Instruct visitors on how to interact with the Convict Memorial
  + Assist customers with the purchase of goods in the shop
  + Promote other NTT Properties, products and services eg ghost tours
  + Maintain and replenish stock in the shop as required
  + Prepare orders of stock for approval and submission by the State Office Manager
  + Collate PCHS daily takings information for both retail and tour functions
  + Perform banking duties as required
  + Oversee the Volunteer roster
  + Train and mentor volunteers
* Working with the Property Manager – South and volunteer team, provide a high quality visitor experience through the creation of a customer centric environment
* Encourage a sense of community among the volunteers and make the Hobart Convict Penitentiary a warm environment for new recruits
* Ensure the smooth operation of the Hobart Convict Penitentiary by maintaining excellent communications with the Property Manager – South, State Office Manager, Volunteers, Retail suppliers, visitors and tour operators
* Maintain the conservation of the site by ensuring that daily operations and events at the Hobart Convict Penitentiary do not impact the property
* Liaising with the Trust’s tech support team when necessary, ensure the site’s IT/ AV equipment is operationally ready
* Promote the National Trust brand to our visitors by cross-promoting Trust properties across the State
* Complete other reasonable tasks as requested by the Property Manager – South
* Implement National Trust policies and procedures including Work Health and Safety

**Key selection criteria**

* Demonstrated experience in leading and managing volunteer teams
* Demonstrated experience in working in a customer service environment

**Qualifications and experience**

* People management experience
* Arts and culture, tourism, hospitality or retail experience
* An understanding of conservation and heritage
* Capacity to work in a digital environment including troubleshooting issues for the site’s electronic booking system and digital experiences – Convict Memorial Hub, Rogues Gallery and Pandemonium
* Current driver’s license

It is not the intention of this position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. Following consultation, the aspects covered above may be amended in accordance with the changing requirements of the role.

Approval date: [­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_]