

STATEMENT OF DUTIES

Tour Guide

Award:	<i>Port Arthur Historic Site Management Authority Award</i>
Classification:	General Stream Band 2 (Class 1-5 for Ghost Tour Guide)
Employment Status:	Fixed Term Employment Register - Part-time and casual
Location:	Port Arthur Historic Sites
Department	Tourism Operations

Position Objective:

Using the principles of thematic interpretation, inform and engage daytime visitors to the Port Arthur Historic Sites in a range of ways and locations whilst providing a high level of customer service and supporting a culture which values safety as the primary consideration in all activities.

Assigned Primary Duties:

- Present oral interpretation by undertaking guided tours and delivering commentaries
- Deliver exceptional customer service and present interpretation to daytime visitors to the Port Arthur Historic Sites
- Provide support to the Guiding Manager as required with the various functions of the business unit, such as mentoring new staff, undertaking VIP and trade familiarisation tours, coordinating the daily program for the guiding team, administrative duties etc.
- Provide relevant and accurate information to visitors regarding activities, features and facilities offered at the Port Arthur Historic Sites and within the Tasman region and maintain that product knowledge
- Promote and maintain PAHSMA's Vision, Purpose and Values in all contact with visitors and colleagues
- Actively participate in and contribute to the PAHSMA's Work Health and Safety processes
- Perform any other assigned duties at the classification level that are within the employee's competence and training

Level of Responsibility:

Tour Guides are at the forefront of the Port Arthur Historic Sites. It is important that the incumbent of this position presents a positive image of the Authority, providing accurate information and leading guided tours in a manner that ensures visitors receive a positive experience.

The incumbent is responsible for attendance to duties in a cooperative and professional manner, participation in regular team meetings and maintenance of a cohesive team structure, compliance with PAHSMA policies and procedures and for showing diligence in punctuality and attendance. Regular liaison is required with other team members, internal and external stakeholders and the incumbent is expected to be courteous and well presented at all times. The incumbent is also responsible for appropriate use of tools, equipment and resources.

The incumbent has a responsibility to demonstrate willingness to participate in staff development activities and to continue to update knowledge and skills associated with their employment at PAHSMA.

This position involves the following Work Health & Safety responsibilities:

- To exercise reasonable care in the performance of duties consistent with the relevant legislation
- Comply with all WHS and PAHSMA policies and procedures
- Report hazards and document all accidents/incidents
- Awareness of procedures in PAHSMA's Emergency Management Plan and the actions it identifies for this position

Direction/supervision received:

The position receives general direction and supervision from the Guiding Manager.

The incumbent is required to exercise judgement in the choice of work methods, in prioritising tasks and in the application of skill in selecting the appropriate course of action. Independent decision-making and initiative regarding the planning and completion of tasks and achievement of outcomes is expected to increase with experience in the role.

Vaccinations/Health Surveillance:

The following is recommended for this position:

Nil

Knowledge and Skills (Selection Criteria)

1. Demonstrated Tour Guide skills, including both presentation and group management, and the ability to acquire thematic interpretation techniques to deliver guided tours to visitors.
2. Good communication and interpersonal skills including the ability to easily initiate contact with new customers
3. Good organisational skills as well as the ability to be adaptable and flexible, manage variable workloads and to prioritise work in order to meet deadlines while continuing to deliver exceptional customer service
4. The ability to work either independently or as a member of a team and exercise initiative, judgement, discretion and sensitivity in the workplace
5. The capacity to understand and solve problems by referring to established procedures and to make timely and accurate decisions relating to all duties
6. The ability to peruse historical documents with the aim of contributing to the store of knowledge available to others

Qualifications and Requirements:

Essential:

- Working with Vulnerable People Registration

Desirable:

- Certificate in Tourism (Guiding)
- First Aid Certificate
- Current driver's licence

Working Environment:

The Port Arthur Historic Sites are important places of outstanding heritage value at local, state and national level. They are major Tasmanian tourist attractions, which receive visitors from all walks of life and all parts of the world. All PAHSMA employees have a responsibility to ensure the Sites are presented to the highest standard, to support the protection of the heritage fabric of the sites against vandalism or damage and to comply with the direction of the *Port Arthur Historic Site Management Authority Act 1987* and the *Port Arthur Historic Sites Statutory Management Plan 2008*.

The Port Arthur Historic Site Management Authority is committed to high standards of performance in relation to Work Health and Safety and Diversity Management. All employees are expected to participate in maintaining safe working conditions and practise, promote and uphold the principle of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination.

The Port Arthur Historic Site Management Authority is a smoke-free working environment and, as such, smoking is prohibited in the workplace including the historic site's grounds and vehicles.

The working environment of the Port Arthur Historic Site Management Authority is governed by:

State Service Principles

The State Service Principles (the Principles) are contained in section 7(1) of the *State Service Act 2000*. Section 8 of the Act requires Heads of Agency to uphold, promote and comply with the Principles and section 9(13) of the Act requires employees to behave at all times in a way that upholds the Principles. The Principles are a core element of the State Service and represent the minimum responsibilities of officers and employees. Employees should familiarise themselves with the Principles and must work to ensure the Principles are embedded into the culture of the Authority and that the Principles are applied to all Authority decision-making and activities

Our Vision:

PAHSMA is globally recognised for excellence in telling the Australian convict story through outstanding conservation and tourism experiences.

Our Purpose

To conserve and enhance the heritage values of our world heritage convict sites and to share the stories of these places and the people connected to them.

Our Values



Unity – we work as one to achieve PAHSMA’s Vision and Purpose



People Matter – we acknowledge and show respect to our people – past, present and future



Accountability – we hold ourselves, and each other, accountable for our actions and behaviours



Passion and Pride – we are committed to being world class

Code of Conduct

The State Service Code of Conduct (the Code) is contained in section 9 of the *State Service Act 2000*. It complements the State Service Principles and requires employees and officers to act appropriately in the course of their duties and to maintain the confidence of the community in the activities of the State Service. The Chief Executive Officer of the Port Arthur Historic Site Management Authority has legislative authority to investigate an allegation of a breach of the Code and to impose a sanction where a breach has been determined.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Commissioner’s website at www.dpac.tas.gov.au/divisions/ssmo/employment_directions.

Carol Armstrong

Human Resources Manager

Stephen Large

Chief Executive Officer

Certified Correct

Date / /2018

Approved / Not approved

Date / /2018