



## Position Description

<b>Award</b>	Port Arthur Historic Site Management Authority Award
<b>Classification</b>	General Stream Band 2
<b>Position Title</b>	<b>Tour Guide</b>
<b>Employment Status</b>	Casual
<b>Hours of work per week</b>	N/A
<b>Division</b>	Tourism Operations
<b>Position Reports to</b>	Guiding Manager
<b>Location</b>	Port Arthur (Head Office) and Hobart, Tasmania Flexible work arrangements will be considered, if appropriate and possible.

*It is strongly recommended when applying for positions with the Port Arthur Historic Site Management Authority (PAHSMA) that the Position Description is read in conjunction with the Information for Applicants document.*

## Position Overview

Using the principles of thematic interpretation, inform and engage both daytime and ghost tour 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.

### Key Deliverables (Statement of Duties)

Work is performed under general direction to achieve the required outcomes. Within the scope of the role, flexibility, innovation and initiative are expected in providing alternative solutions to operational issues and challenges.

- Present oral interpretation by undertaking guided tours and delivering commentaries
- Deliver exceptional customer service and present interpretation to both daytime and ghost tour visitors to the Port Arthur Historic Sites
- Provide support to the Manager as required with the various functions of the business unit, such as appropriate divisional projects, mentoring new staff, undertaking VIP tours and administrative duties
- Provide relevant and accurate information to visitors regarding activities, features and facilities offered at the Port Arthur Historic Sites and within the 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/projects within PAHSMA's Tourism Operations division at the classification level that are within the employee's competence and training

- Other duties as required and directed from time to time.

Duties should be reviewed and updated periodically to reflect changes in the role and to align with priorities.

### **Capabilities & Attributes (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 work either independently or as a member of a team and exercise initiative, judgement, discretion and sensitivity in the workplace and have 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 capacity to understand and solve problems by referring to established procedures and to make timely and accurate decisions relating to all duties
5. The ability to peruse historical documents with the aim of contributing to relevant projects and the store of knowledge available to others
6. Knowledge of work health and safety in a tourism environment.

### **Essential Requirements**

#### Mandatory Requirements

- Current registration to Work with Vulnerable People.

#### Desirable Requirements

- Certificate in Tourism (Guiding)
- First Aid Certificate

### **Working in our team**

The Port Arthur Historic Sites are important places of outstanding heritage value at local, state national and international level. They form part of the Australian Convict Sites World Heritage Property and 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 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.

### **Assessing candidates**

The position overview and deliverables, capabilities and attributes outline the key skills, knowledge, experience, behaviours and attitudes required to successfully fulfil the responsibilities, duties and expectations of the position. They also provide a measure against which candidates will be evaluated throughout the selection and appointment process and enable PAHSMA to assess the overall and comparative suitability of candidates.

## **Working at PAHSMA**

### **About Us**

[Port Arthur Historic Site Management Authority \(PAHSMA\)](#) is responsible for the conservation and development of visitor experiences at three of the eleven sites which make up the UNESCO Australian Convict Sites World Heritage Property inscribed in 2010.

The [Port Arthur Historic Sites](#) are important places of outstanding heritage value at local, state national and international level. They form part of the Australian Convict Sites World Heritage Property and are major Tasmanian tourist attractions, which receive visitors from all walks of life and all parts of the world.

Our three sites are located in southern Tasmania

- Port Arthur Historic Site
- Coal Mines Historic Site, Saltwater River
- Cascades Female Factory, Hobart

The sites tell unique aspects of the global story of forced migration of convicts by the British Empire. They help Australians and international visitors to understand the history of Australia – from the ongoing custodianship of the Palawa people before, during and after invasion, through the colonial period and convictism to the terrible events of 1996 that occurred at Port Arthur.

Our sites are important places for our communities to talk about and understand our complex history and build a better understanding for the future. They are places of history, learning and conversation – and they belong to the people of lutruwita/Tasmania, Australia and the world.

We are known as experts in conserving our heritage and convict history – and we share this deep knowledge with visitors and the world.

Read our [2023-28 Strategic Plan](#) to find out more.

Port Arthur Historic Site Management Authority recognises the deep history and culture of lutruwita/Tasmania. We acknowledge the Palawa people, the traditional owners of the Land upon which we work. We acknowledge and pay our respects to all Aboriginal Communities – all of whom have survived invasion and dispossession and continue to maintain their identity and culture.

## Our Expectations

PAHSMA People must meet high standards of behaviour and conduct and align with the organisation's requirements and expectations, including but not limited to those outlined in this PD.

PAHSMA does not tolerate discrimination, harassment, sexual harassment, bullying or victimisation in the workplace or toward colleagues anywhere at any time. We have a culture of zero tolerance towards violence, including any form of family violence. We will take an active role to support employees and their families by providing a workplace environment that promotes their safety and provides the flexibility to support employees to live free from violence.

PAHSMA expects everyone to:

- understand and comply with all policies, procedures, standards and reasonable directions including in relation to the *Port Arthur Historic Site Management Authority Award*, the *Port Arthur Historic Site Management Authority Act 1987*, and our Emergency Management Plan;
- take reasonable care to protect the safety, health and welfare of self and others in the workplace including by adhering to occupational health and safety legislation and requirements including but not limited to: exercise reasonable care in the performance of duties; comply with all Work Health & Safety (WHS) policies, procedures and requirements; report and document all accidents/incidents; and, be aware of procedures in the Emergency Management Plan;
- model a high standard of ethical and respectful behaviours and attitudes consistent with PAHSMA Values and Tasmanian State Services Principles and Code of Conduct, PAHSMA policies and expected professional standards; and contribute towards a positive and result focussed workplace culture and visitor experience;
- support diversity and inclusion and uphold the principles of fair and equitable access to employment, promotion, personal development, and training;
- participate actively and constructively in performance management and professional development activities; and be agile, resilient and willing to take on new activities as needs, jobs and workplaces evolve.
- ensure the Sites are presented to the highest standard, to support the protection of the heritage fabric of the sites against vandalism or damage.

## 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 & Pride

We are committed to being world class

Endorsed by Head of People & Culture		Approval by CEO	
Date:		Date	

Version Control			
Position Number/s	Date of original version	Version Number	Date of this version

General inquiries	Email <a href="mailto:recruitment@portarthur.org.au">recruitment@portarthur.org.au</a> or visit <a href="http://portarthur.org.au">portarthur.org.au</a>
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