

STATEMENT OF DUTIES

Tour Guide

Award:	<i>Port Arthur Historic Site Management Authority Award</i>
Classification:	General Stream Band 1
Employment Status:	Fixed Term part-time and casual
Location:	Port Arthur Historic Site
Department	Tourism Operations

Position Objective:

The Tour Guide is part of a team, which provides the highest level of customer service, answers enquiries and delivers informative and historically accurate commentaries to visitors to the Port Arthur Historic Site

Assigned Primary Duties:

- Present oral interpretation by undertaking guided tours and delivering commentaries
- Foster and practice teamwork and cooperation with all other work colleagues
- Actively participate in, and contribute to, the Authority's Work, Health and Safety processes
- Assist other staff to deliver total quality service delivery at the Port Arthur Historic Sites

Level of Responsibility:

Tour Guides are at the forefront of the Port Arthur Historic Sites. Therefore it is important that the incumbent of this position presents a positive image of the Authority and provides exemplary service and accurate information to visitors.

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.

Positions at this level involve the following Work Health & Safety (WHS) responsibilities:

- To exercise reasonable care in the performance of duties
- Comply with WHS and PAHSMA policies and procedures
- Report 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 Tour Guide 2IC.

There is no direct supervision whilst the occupant undertakes the delivery of guided tours and commentaries. The duties are undertaken in accordance with established routines and procedures.

Vaccinations/Health Surveillance:

The following is recommended for this position:

- Nil

Knowledge and Skills (Selection Criteria)

1. Good communication and interpersonal skills with the ability to easily initiate contact with new customers
2. Ability to follow procedures and to complete tasks accurately within set timelines
3. Ability to work as part of a team and provide assistance to other team members
4. Knowledge of, or the ability to acquire, communication and presentation skills to deliver guided tours and commentaries
5. An understanding of the principles of cleanliness, safety and security in a public environment

Qualifications and Requirements:**Essential:**

- Nil

Desirable:

- Certificate in Tourism (Guiding)
- First Aid Certificate

Multi-skilling in Tourism Operations Department (TOPS)

A Tour Guide is able to express interest in undertaking training and duties in a range of tasks in other Tourism Operations business units at Band 1 level if there is an operational requirement for them to do so.

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.

Our Vision

PAHSMA is globally recognised for excellence in telling the Australian convict story through outstanding conservation 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 Core Functions

- Creating a unique, enjoyable and interactive visitor experience
- Practicing excellence and expertise in conservation and tourism management
- Valuing our people
- Ensuring our financial viability
- Considering our communities

Our Values

- **Unity** – We work as one to achieve PAHSMA’s Purpose and Vision
- **Accountability** – We hold ourselves, and each other, accountable for our actions and behaviours
- **People Matter** – We acknowledge and show respect to our people – past, present and future
- **Passion and Pride** – We are committed to being world class

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 sites’ 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.

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 Management Office website at
www.dpac.tas.gov.au/divisions/ssmo/employment_directions

Carol Armstrong
HUMAN RESOURCES MANAGER

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Certified Correct

Date / /

Stephen Large
CHIEF EXECUTIVE OFFICER

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Approved / Not approved

Date / /