

STATEMENT OF DUTIES

CASCADES FEMALE FACTORY TOUR GUIDE

Award:	<i>Port Arthur Historic Site Management Authority Award</i>
Classification:	General Stream Band 1
Employment Status:	Fixed Term & Casual Register - Part-time/Casual
Location:	Cascades Female Factory Historic Site, Hobart

Position Objective:

To provide the highest level of customer service, answer enquiries and to deliver a range of informative and historically accurate commentaries to visitors to the Cascades Female Factory Historic Site

Assigned Primary Duties:

- Deliver exceptional customer service and present oral interpretation to visitors to the Cascades Female Factory Historic Site as per PAHSMA standards
- Provide relevant and accurate information to visitors regarding activities, features and facilities offered at the Port Arthur Historic Sites and surrounding regions and maintain that knowledge
- Assist with retail duties as required including ticketing and retail sales
- Actively participate in and contribute to PAHSMA's Work Health and Safety processes.
- Promote and maintain PAHSMA's Vision and Values in all contact with visitors and colleagues.
- Undertake any miscellaneous duties and responsibilities as requested by your Manager pertaining to total quality service delivery at the Port Arthur Historic Sites

Level of Responsibility:

It is the responsibility of the incumbent of this position to present a positive image of PAHSMA and provide exemplary service and accurate information to visitors while maintaining PAHSMA's core values and purpose.

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:

- Exercise reasonable care in the performance of duties consistent with WHS legislation, policies and procedures
- Report and document all accidents/incidents
- Awareness of procedures contained in the Emergency Management Plan

Direction/supervision received:

The Cascades Female Factory Guide will carry out duties under established processes and procedures and will report to the Cascades Female Factory Historic Site Manager.

Vaccinations/Health Surveillance:

The following is recommended for this position:

Nil

Knowledge and Skills (Selection Criteria)

1. Good communication and interpersonal skills including the ability to easily initiate contact with new customers
2. Ability to work under supervision, take instruction and undertake training and assessment.
3. Ability to work as part of a team and provide assistance to other team members
4. Good organisational skills with the ability to increase workflow to meet the demands of peak periods whilst continuing to deliver exceptional customer service
5. Understanding of, or the ability to acquire, communication and presentation skills using the thematic interpretation technique to deliver guided tours to visitors
6. Understanding of, or the ability to acquire, skills required to carry out general Tourism Operations duties which include the use of point of sale computers and receiving and reconciling money

Qualifications and Requirements:

Essential:

Nil

Desirable:

- Certificate in Tourism
- Apply First Aid

Working Environment:

The Port Arthur Historic Sites are important places of outstanding heritage value at local, state, national and international level. The Port Arthur, Coal Mines and Cascades Female Factory Historic Sites are among eleven historic places that together form the Australian Convict Sites World Heritage Property. 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 Occupational Health and Safety and Diversity Management. All employees are expected to participate in maintaining safe working conditions and practise and 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 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 Core Functions

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| • 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 grounds and PAHSMA 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 Employment and Ministerial Directions can be found on the State Service Management Office website at http://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 / / ...