

STATEMENT OF DUTIES

Tour Guide

Award:	<i>Port Arthur Historic Site Management Authority Award</i>
Classification:	General Stream Band 2
Employment Status:	Fixed Term Casual
Location:	Port Arthur Historic Sites
Division	Interpretation and Experience

Position Focus:

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.

Primary Duties:

- 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 mentoring new staff, undertaking VIP and trade familiarisation 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 within PAHSMA's Tourism Operations 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 (WHS) 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 the Site 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 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 the store of knowledge available to others
6. Knowledge of work health and safety in a tourism environment.

Qualifications and Requirements:

Essential:

Current registration to Work with Vulnerable People.

The **Registration to Work with Vulnerable People Act 2013** requires persons undertaking work in a regulated activity to be registered. A regulated activity is a child related service or activity defined in the registration to Work with Vulnerable People Regulations 2014. This registration must remain current and valid at all times whilst employed in this role and the status of this may be checked at any time during employment.

COVID 19 - Vaccination

You are to provide evidence that you are vaccinated against COVID-19 or have an approved exemption.

You are vaccinated against COVID-19 if you have received all of the doses of a vaccine for COVID-19, necessary for you to be issued with a vaccination certificate in respect of COVID-19 by the Australian Immunisation Register, or an equivalent document from a jurisdiction outside of Australia.

You may be granted an exemption from the requirement to be vaccinated against the disease where you demonstrate –

1. Medical contraindication

You are unable to be vaccinated against the disease due to a medical contraindication if you:

- a) provide evidence in a form provided and accepted by the Head of Agency from a medical practitioner (as defined by the Australian Immunisation Register as a medical practitioner who can grant a medical exemption) which certifies that you have a medical contraindication that prevents you from being vaccinated against the disease.

or

- b) have a medical exemption, that applies to the vaccinations for the disease, that has been recorded on the Australian Immunisation Register, operated by or on behalf of the Commonwealth Government.

2. Exceptional circumstances demonstrated to the satisfaction of the Head of Agency.

Desirable:

- Certificate in Tourism (Guiding)
- First Aid Certificate

Working at PAHSMA

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*.

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

PAHSMA is a values-based organisation. If your personal and work values are consistent with those developed by our staff, we're sure you'll find PAHSMA a great workplace. Our decisions and behaviours are guided by the following values and belief statements:



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

PAHSMA employment conditions

PAHSMA is an equal opportunity employer and we welcome a diverse range of applicants for our positions. We appreciate the diversity of our employees and value the contribution they make. We provide reasonable adjustment, as medically required, to enable inherent role requirements to be met. We promote and uphold the principles of fair and equitable access to employment, promotion, personal development and training.

PAHSMA seeks to provide a healthy and safe workplace for all employees and the Authority has a 'duty of care' responsibility in this respect. Employees have a 'duty of self-care' to ensure that they conduct themselves in a manner that protects the safety, health and welfare of themselves and others in the work environment. This position involves a significant proportion of screen-based equipment work. The Port Arthur Historic Sites are smoke-free.

PAHSMA is committed to creating, as far as is reasonably practicable, a respectful work environment which is free from inappropriate and disrespectful workplace behaviours, including discrimination, bullying and harassment. All employees must adhere to the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct (*State Service Act 2000*).

Approved: Jonathan Fisher, Chief Executive Officer Date: 21 / 09/2021

For further information please email recruitment@portarthur.org.au, or visit www.portarthur.org.au