



Position Description

Award	Port Arthur Historic Site Management Authority Award
Classification	Rostered Day Worker, Band 2
Position Title	Tour Guide
Employment Status	Fixed Term, Casual
Hours of work per week	Casual
Division	Interpretation and Experience
Position Reports to	Cascade Female Factory Manager
Location	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

Tour Guides deliver a range of tours and experiences to support and enhance visitor engagement with the Cascades Female Factory Historic Site. Share with visitors with the history of the site, provide a high level of customer service, undertake retail duties and provide a positive visitor experience.

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.

- Working at the visitor interface of the PAHSMA, meet and greet visitors and customers, deliver exceptional customer service, and showcase and positively represent PAHSMA at all times.
- Provide accurate, informative, and relevant interpretation of the history of the Cascades Female Factory through engaging guided tours, talks, sharing facts and story telling for diverse large and small groups.
- Facilitate components of our Education program to primary and secondary students, and family audiences.
- Support the delivery of retail services and perform a range of business support tasks, including point of sale, and receiving and reconciling monies.
- Provide relevant and accurate information to visitors regarding activities, features and facilities offered at the PAHMSA in a clear and courteous manner to support them make the most of their experience and calmly deal with or escalate any issues.

- Work closely and flexibly with team member to organise workloads, problem solve and propose alternative approaches in the work area.
- Contribute to building and maintaining a positive, collaborative, open, respectful, supportive and high performance workplace culture across the team.
- Actively participate in and contribute to PAHSMA's Work Health and Safety processes and report any concerns or incidents to supervisors that may require action and attention.
- 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 excellent presentation skills, and the ability to engage and build connections with people from a diverse of backgrounds.
2. Strong visitor service and customer service skills, supported by excellent communication and interpersonal skills including the ability to work independently and as a member of a team.
3. Good organisational and problem-solving skills, with the ability to be adaptable and flexible.
4. Understanding of (or the ability to acquire) skills required to carry out retail and business support tasks.
5. Good awareness of work health and safety practices.

Essential Requirements

Mandatory Requirements

- Working with Vulnerable People Check

Desirable Requirements

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

Working in our team

The Interpretation and Experience Division is the storytelling team at PAHSMA. We create, support and deliver engaging and memorable visitor experiences. The team includes interpretive specialists, educators, project managers, designers and guides.

Our team develops informative, dynamic, accessible, and inclusive, onsite and online interpretive and educational experiences. We also provide face-to-face interpretation via tours and hands on activities and programs. Our content is designed to spark connections between our visitors and the layered histories of our sites.

Our team takes a visitor centric approach and are agile, creative, adaptive and data driven. Good teamwork, communication skills and collaboration are important for everyone in our team. We are values driven and our team culture values creative thinking and problem solving and encourages regular feedback, brainstorming and information sharing. Our team have a "can do" attitude, we multitask and are flexible and dedicated. We take pride in what we do and support each other to achieve our shared goals.

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 recruitment@portarthur.org.au or visit portarthur.org.au
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