



# National Trust

## Northern Territory

The National Trust of Australia (NT) is a not-for-profit organisation with a focus on protecting, promoting, and preserving the heritage of the Northern Territory. Much of its work relies on volunteers that generously donate their time and skills to help the organisation spread awareness of heritage and make it accessible to locals, visitors, businesses, and governments.

The Trust has several new opportunities for volunteers to join and be part of our incredible network of volunteers that all share a passion for heritage.

### Burnett House Attendant

#### Position Purpose

Greet and provide information to visitors to Burnett House situated within the beautiful Myilly Point Heritage Precinct. The Precinct features rare 1930's tropical bungalows, designed by famous architect Beni Burnett.

Burnett House attendants form an important part of our Heritage Ambassador team who are the front of our organisation. We rely on them to be the first impression that greets visitors and introduces them to our properties and values. This is why we are looking for outgoing people with big smiles and a positive attitude to make people feel welcome and help them experience and fully appreciate Burnett House and the Myilly Point Heritage Precinct.

#### Reporting to

The Volunteer Coordinator

#### Position Responsibilities

- Represent the National Trust, its work and heritage values to visitors
- Engage with visitors of all ages and backgrounds and provide basic information on National Trust guided tours, other programs, events, activities, and operations
- Handle tour payments (both cash and point of sale system)
- Answer questions and assist visitors as needed
- Open and close the house
- Attend training sessions
- Stay safety conscious and well informed of National Trust behaviour and work health and safety policies

#### Commitment Requested

Burnett House is open daily Monday-Saturday 10 am -1 pm. Volunteers are asked to commit a minimum of 3.5 hours per week (from 9.45 am to 1.15 pm) to open and close the house and meet and greet visitors.

From time to time, House Attendants may also be needed for events after hours.



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### **Training Provided**

The National Trust will provide training on:

- Point of sale system and cash handling
- Inhouse work health and safety
- how to manage questions and assist visitors in accessing other National Trust programs, events, and activities
- The significance and history of the house

### **Position Requirements (skills, qualifications and experience)**

- An outgoing and friendly personality. Previous experience in a customer service role or similar would be desirable but not essential for the right people.
- Ability to work with minimal supervision
- Ability to work well as part of a team and to respond well to feedback and direction from the coordinator
- Reliability and punctuality
- Reasonable level of fitness as the work may require prolonged standing, walking and ascending stairs
- An interest in history and heritage

### **Background check**

Applicants must have:

- Working with Children Clearance (or be able to obtain one)
- Valid vaccination certificate for COVID-19

Desirable:

- Current First Aid certificate
- Current Responsible Service of Alcohol Certificate (RSA)