

Sydney Harbour Federation Trust
Volunteer Role Descriptions

1. Visitor Services Volunteer	
<i>Role Element</i>	<i>Details</i>
Harbour Trust site(s)	<ul style="list-style-type: none"> ○ Former School of Artillery, North Head ○ Cockatoo Island
Duties	<p>In this role volunteers are the public face of the Harbour Trust and are often the first point of contact for visitors</p> <ul style="list-style-type: none"> ○ Staff visitor centres ○ Meet and greet visitors to the site ○ Orient visitors around site and advise of services, tours, activities and points of interest ○ Book visitors in for guided tours ○ Distribute information, maps etc ○ Sell merchandise ○ Stock and cash handling ○ Basic record keeping ○ Advise of other Harbour Trust sites and activities available ○ Maintain exhibition space – operate audio visual equipment, re-stock brochures etc
Requirements	<ul style="list-style-type: none"> ○ Excellent communication skills ○ Excellent customer service skills ○ Willingness to assist others and interact with public ○ Enthusiastic supporter of Harbour Trust ○ Knowledge of and interest in HT sites and their future ○ Ability to answer questions about the site ○ Level of fitness permitting standing and walking for extended periods. ○ Reliability and commitment ○ Ability and willingness to learn ○ Ability to work individually and as part of a team ○ Willingness to follow directions of supervisor ○ Availability on a roster basis ○ To be at least 18 years of age ○ First aid trained or willingness to be trained ○ Willingness to attend mandatory training program
Availability	<ul style="list-style-type: none"> ○ Roster basis ○ Weekdays or weekends ○ Full day sessions
Training provided	<ul style="list-style-type: none"> ○ History and information on site, facilities and programs ○ Customer service techniques, cash handling ○ On-going training and support ○ First Aid certificate ○ Evaluation of visitor centre staff conducted and feedback given

2. Volunteer Tour Guide

<i>Role Element</i>	<i>Details</i>
Harbour Trust site(s)	<ul style="list-style-type: none"> ○ Former School of Artillery, North Head ○ Headland Park (Chowder Bay/Georges Heights) ○ HMAS Platypus ○ Macquarie Light station ○ Woolwich Dock and Parklands
Duties	<ul style="list-style-type: none"> ○ Conduct guided tour of site ○ Impart historical and anecdotal information in an interesting and engaging manner ○ Be responsible for groups of visitors ○ Maintain the safety of the group
Requirements	<ul style="list-style-type: none"> ○ Ability to bring the sites to life through commentary ○ Excellent communication skills ○ Excellent customer service skills ○ Willingness to assist others and interact with public ○ Enthusiastic supporter of Harbour Trust ○ Knowledge of and interest in Harbour Trust sites and their future ○ Ability to answer questions about the site ○ Level of fitness permitting standing and walking, including stairs and walking tracks, for extended periods. ○ Reliability and commitment ○ Ability and willingness to learn ○ Ability to work individually and as part of a team ○ Availability on a roster basis ○ To be at least 18 years of age ○ First aid trained or willingness to be trained ○ Willingness to attend mandatory training program
Availability	<ul style="list-style-type: none"> ○ Roster basis ○ Weekdays or weekends ○ Half and full day sessions
Training provided	<ul style="list-style-type: none"> ○ History of site and information on future of site ○ Guiding techniques ○ On-going training and support ○ First Aid Certificate ○ Evaluation of tour guides conducted and feedback given

3. Heritage Conservation Volunteer

<i>Role Element</i>	<i>Details</i>
Harbour Trust site(s)	<ul style="list-style-type: none"> ○ Cockatoo Island
Duties	<ul style="list-style-type: none"> ○ Conservation of heritage equipment including cranes and other industrial machinery Cranes are both electrical and steam ranging from the 1870s to WWII era ○ Research and assistance in interpretation of machinery
Requirements	<ul style="list-style-type: none"> ○ Volunteers with knowledge and experience in areas such as electrical fitting, pattern making, fitting and turning, blacksmithing, boiler making and mechanical engineering ○ Volunteers with no formal qualifications but an interest in heritage machinery are also welcome. ○ Ability to use tools and equipment necessary for conservation ○ Level of fitness permitting conservation activities ○ Ability to work to deadlines ○ Willingness to adhere to safety procedures as directed ○ Willingness to interact with public as required ○ Enthusiastic supporter of Harbour Trust ○ Reliability and commitment ○ Ability and willingness to learn ○ Ability to work individually and as part of a team ○ Willingness to follow directions of supervisor ○ To be at least 18 years of age ○ First aid trained or willingness to be trained ○ Willingness to attend mandatory training program ○ Steel cap boots (All other tools & equipment supplied)
Availability	<ul style="list-style-type: none"> ○ Program is run each Monday ○ Full day sessions
Training provided	<ul style="list-style-type: none"> ○ On-going instruction provided by Supervisor ○ On-going training and support ○ Safety requirements and procedures ○ First Aid Certificate

4. Heritage Gardening Volunteer

<i>Role Element</i>	<i>Details</i>
Harbour Trust site(s)	<ul style="list-style-type: none"> ○ Cockatoo Island
Duties	<ul style="list-style-type: none"> ○ Reinstatement of residential gardens including plants, fruit and vegetables from 3 phases including: <ul style="list-style-type: none"> - Late Victorian, - Between WWI and WWII - The 1950s ○ Maintenance of gardens
Requirements	<ul style="list-style-type: none"> ○ Volunteers with knowledge and experience in areas such as propagating and traditional horticulture ○ Volunteers with no formal qualifications but an interest in gardening are also welcome. ○ Ability to use tools etc necessary for gardening ○ Level of fitness permitting gardening activities ○ Ability to work to deadlines ○ Willingness to adhere to safety procedures as directed ○ Willingness to interact with public as required ○ Enthusiastic supporter of Harbour Trust ○ Reliability and commitment ○ Ability and willingness to learn ○ Ability to work individually and as part of a team ○ Willingness to follow directions of supervisor ○ Availability on a roster basis ○ To be at least 18 years of age ○ First aid trained or willingness to be trained ○ Willingness to attend mandatory training program
Availability	<ul style="list-style-type: none"> ○ Roster basis ○ Day of week tba ○ Half and full day sessions
Training provided	<ul style="list-style-type: none"> ○ On-going instruction provided by Supervisor ○ Safety requirements and procedures ○ On-going training and support ○ First Aid Certificate

5. Archaeological Volunteer – details to be confirmed

<i>Role Element</i>	<i>Details</i>
Harbour Trust site(s)	<ul style="list-style-type: none"> ○ Cockatoo Island
Duties	<ul style="list-style-type: none"> ○ Assist in the cleaning, sorting and cataloguing of artefacts ○ Enter information in to database
Requirements	<ul style="list-style-type: none"> ○ Ability to use tools etc necessary for tasks ○ Level of fitness permitting digging activities ○ Basic computer skills for data entry ○ Ability to work to deadlines ○ Willingness to adhere to safety procedures and conservation procedures as directed ○ Willingness to interact with public as required ○ Enthusiastic supporter of Harbour Trust ○ Reliability and commitment ○ Ability and willingness to learn ○ Ability to work individually and as part of a team ○ Willingness to follow directions of supervisor ○ Availability on a roster basis ○ To be at least 18 years of age ○ First aid trained or willingness to be trained ○ Willingness to attend mandatory training program
Availability	<ul style="list-style-type: none"> ○ Roster basis ○ Day of week tba ○ Half and full day sessions
Training provided	<ul style="list-style-type: none"> ○ On-going instruction provided by Supervisor ○ Basic archaeological information ○ Database entry ○ Safety requirements ○ On-going training and support ○ First Aid Certificate

6. Volunteer Speaker

<i>Role Element</i>	<i>Details</i>
Harbour Trust site(s)	<ul style="list-style-type: none"> ○ Presentations are conducted in Sydney metropolitan area as required
Duties	<ul style="list-style-type: none"> ○ To be an ambassador for the Harbour Trust ○ Deliver Harbour Trust powerpoint presentations to community groups such as Rotary, Probus and historical societies ○ Inform groups about the Harbour Trust as an organisation, its goals and aims ○ Inform groups about opportunities to visit Harbour Trust sites, take tours and participate in other events and activities ○ Distribute evaluation forms to be completed by audience
Requirements	<ul style="list-style-type: none"> ○ Driver's license, own transport and willingness to travel within metropolitan Sydney ○ Ability to deliver engaging 45 minute presentations to between 20 and 150 people at a time ○ Willingness to interact with public ○ Enthusiastic supporter of Harbour Trust and ability to represent the Trust to the public ○ Reliability and commitment ○ Ability and willingness to learn ○ Ability to work individually ○ Availability on a roster basis ○ To be at least 18 years of age ○ First aid trained or willingness to be trained ○ Willingness to attend mandatory training program
Availability	<ul style="list-style-type: none"> ○ Roster basis ○ Weekdays & evenings ○ Half-day sessions, including travel
Training provided	<ul style="list-style-type: none"> ○ Presentation techniques ○ Presentation content ○ Digital projector instruction ○ On-going training and support ○ First Aid Certificate (as a general volunteer requirement) ○ Evaluation of speakers conducted and feedback given

7. Volunteer Event Assistant

<i>Role Element</i>	<i>Details</i>
Harbour Trust site(s)	<ul style="list-style-type: none"> ○ Cockatoo Island ○ Former School of Artillery, North Head ○ Headland Park (Chowder Bay/Georges Heights) ○ Macquarie Lightstation ○ HMAS Platypus
Duties	<ul style="list-style-type: none"> ○ Welcome and direct public around site/event ○ Provide information and answer questions ○ Staff information centres ○ Liaise with performers/speakers ○ Conduct surveys
Requirements	<ul style="list-style-type: none"> ○ Excellent communication skills ○ Excellent customer service skills ○ Willingness to assist others and interact with public ○ Enthusiastic supporter of Harbour Trust ○ Knowledge of and interest in HT historic sites and their future ○ Level of fitness permitting standing and walking (including stairs and walking tracks) for extended periods. ○ Reliability and commitment ○ Ability and willingness to learn ○ Ability to work individually and as part of a team ○ Willingness to follow directions of supervisor ○ Availability on a roster basis ○ At least 18 years of age ○ First aid trained or willingness to be trained ○ Willingness to attend mandatory training program
Availability	<ul style="list-style-type: none"> ○ Roster basis ○ Weekdays and weekends ○ Half day/full day sessions
Training provided	<ul style="list-style-type: none"> ○ Site and event orientation prior to event ○ First Aid Certificate

8. Volunteer Bush Regenerator

<i>Role Element</i>	<i>Details</i>
Harbour Trust site(s)	<ul style="list-style-type: none"> ○ Former School of Artillery, North Head
Duties	<ul style="list-style-type: none"> ○ Weed removal ○ Slope stabilisation ○ Planting
Requirements	<ul style="list-style-type: none"> ○ Interest in bush regeneration ○ Ability to work as part of a team ○ Willingness to follow directions of on-site supervisor ○ Weekend availability ○ Medium level of fitness and good health as the projects are usually labour intensive ○ Appropriate clothing as advised ○ No prior skills or experience necessary
Provided	<ul style="list-style-type: none"> ○ On-site supervisor ○ Training ○ Tools and equipment ○ Morning tea
Availability	<ul style="list-style-type: none"> ○ Weekdays and/or weekends (depending on site)
Training provided	<ul style="list-style-type: none"> ○ On-site training from the supervisor before each project. This will include detailed information about the project, site safety and the safe use of equipment