



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

# POSITION DESCRIPTION

**Directorate:** Chief Minister, Treasury and  
Economic Development

**Position Number:** P24502

**Branch:** National Arboretum and Stromlo  
Forest Park

**Classification:** AS06

**Location:** National Arboretum Canberra

**Position Title:** Volunteer and Visitor  
Experience Manager

**Last Reviewed:** September 2026

## WHAT THE DIRECTORATE DOES

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The Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the public sector and works collaboratively both within government and with the community to achieve positive outcomes.

As a central agency, CMTEDD provides strategic advice and support to the Chief Minister, the Directorate's Ministers and the Cabinet on policy, economic and financial matters, service delivery, whole of government issues and intergovernmental relations. The Directorate facilitates the implementation of government priorities, drives initiatives as well as leads the strategic direction for the ACT Public Service (ACTPS), to ensure that it is well positioned to perform its role.

## DIVISION OVERVIEW

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The role of the Economic Development Division is to facilitate the diversification and strengthening of the ACT economy as well as the creation of a vibrant community that will attract and retain people in the city.

Economic Development Division also has responsibility for coordinating and delivering a range of key strategic initiatives and major projects.

## BUSINESS UNIT OVERVIEW

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The National Arboretum Canberra was opened in 2013 and holds a collection of approximately 44,000 trees in 94 forests of rare, threatened and symbolic trees from around Australia and the world. It also houses the National Bonsai and Penjing Collection of Australia and includes the award-winning Village Centre, Margaret Whitlam Pavilion, POD Playground, display gardens, unique sculptures and a range of other facilities to enhance the visitor experience.

The Arboretum enjoys strong community support with the active Friends of the National Arboretum and a large volunteer presence. Volunteers undertake a variety of roles including guided tours, working bees, scientific research, harvesting, interpretation and public events.

Officially opened in 2007, Stromlo Forest Park is a world-class, multi-use recreational sporting facility available to both recreational and professional users. Stromlo Forest Park boasts a purpose-built event pavilion, a 1.2km road criterium cycling circuit, a 2.5km grass cross country running track, a network of equestrian trails and over 40km of mountain bike trails suitable for riders of all abilities.

The successful applicant will be predominantly based at the National Arboretum Canberra.

## **POSITION OVERVIEW**

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The Volunteer and Visitor Experience Manager leads a large and diverse volunteer program across the National Arboretum Canberra and Stromlo Forest Park and supports the delivery of high-quality visitor experiences at the National Arboretum Canberra.

The role is responsible for volunteer recruitment, onboarding, training, support, rostering and recognition, while fostering a positive and engaged volunteer community. The position also leads the continuous improvement of visitor services, supports visitor engagement initiatives, monitors service performance and identifies opportunities to enhance visitor experiences and service offerings.

Reporting to the Senior Director, the position supervises the Visitor Services Coordinator and works collaboratively with staff, volunteers and stakeholders to deliver welcoming, safe and memorable experiences for visitors.

## **WHAT YOU WILL DO**

Under limited direction and as a collaborative team member, you will:

- Develop, implement and continuously improve volunteer programs and associated procedures, including recruitment, onboarding, induction, training, mentoring, rostering, communications, recognition and performance management.
- Serve as the primary contact for volunteers, providing support, guidance, feedback and issue resolution.
- Build and maintain productive relationships with volunteers and key stakeholders to foster a positive, inclusive and engaged volunteer community.
- Develop and deliver volunteer recognition, retention and development initiatives.
- Coordinate the effective allocation and rostering of volunteers to support operational requirements and visitor outcomes.
- Liaise with the Friends of the National Arboretum, facilitating communication, attending meetings and supporting collaboration to achieve shared organisational objectives.
- Lead the delivery and continuous improvement of visitor services through the supervision and support of the Visitor Services Coordinator and visitor services staff, ensuring high-quality customer service, visitor experiences, and staff development.
- Oversee visitor information, reception and customer service operations, ensuring effective systems, processes and service standards are in place.

- Identify and implement opportunities to enhance visitation, visitor engagement and service offerings in collaboration with internal teams and stakeholders.
- Monitor visitor feedback, visitation trends, service performance and customer satisfaction data, and recommend improvements to visitor experiences and operational outcomes.
- Review and maintain visitor services and volunteer management policies, procedures and operational standards to ensure compliance, safety, consistency and best practice.
- Administer volunteer management, rostering, ticketing and related business systems, ensuring accurate records, data integrity, appropriate access controls, and compliance with privacy, security and information management requirements.
- Prepare reports on volunteer programs, visitor services and operational performance to support decision-making and continuous improvement.
- Undertake projects and administrative tasks as required.
- Work in accordance with the ACTPS Code of Conduct and ACTPS values of Respect, Integrity, Collaboration and Innovation, and model behaviours consistent with the ACTPS Respect, Equity and Diversity Framework.

## **WHAT YOU REQUIRE**

The following capabilities form the criteria required to perform the duties and responsibilities of the position.

### **Professional / Technical Skills and Knowledge**

1. Demonstrated experience leading visitor services, customer service, tourism, hospitality or volunteer operations, including supervising staff and volunteers, developing service standards and driving continuous improvement.
2. Demonstrated ability to analyse and report on visitor feedback, visitation trends, operational performance and workforce data to inform decision-making, maintain accurate records, and ensure compliance with legislative, organisational and WHS requirements.
3. Demonstrated proficiency in Microsoft Office applications, with experience using, or the ability to quickly learn, volunteer management, rostering, ticketing and other business systems, including maintaining data integrity, privacy, security and appropriate system controls.

### **Behavioural Capabilities**

4. Excellent interpersonal, communication and stakeholder engagement skills, with a strong customer service focus and demonstrated ability to positively engage with visitors, volunteers, staff and stakeholders, resolve issues and influence positive outcomes.
5. Strong organisational and time management skills with the ability to prioritise competing demands, solve problems, exercise sound judgement and deliver high quality outcomes.

6. Demonstrated ability to lead, support and develop staff and volunteers, build productive relationships, foster a positive, inclusive and visitor-focused culture, and manage performance, feedback and workplace issues with professionalism, empathy and patience.

## **QUALIFICATIONS/ REQUIREMENTS**

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- A Working with Vulnerable People registration is required prior to commencement.
- A current driver's license.
- A current First Aid Certificate, or the ability to obtain one.
- Willingness to work occasional after-hours and weekend hours, as required to support operational needs and agreed with the manager.

## WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Volunteer and Visitor Experience Manager (position number P24502) and indicates how frequently each of these requirements would be performed. Please note that CMTEDD is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

| ADMINISTRATIVE              | FREQUENCY    |
|-----------------------------|--------------|
| Telephone use               | Frequently   |
| General computer use        | Frequently   |
| Extensive keying/data entry | Frequently   |
| Graphical/analytical based  | Occasionally |
| Sitting at a desk           | Frequently   |
| Standing for long periods   | Occasionally |
| Designated workstation      | Frequently   |

| STANDARD HOURS                                                                             | FREQUENCY    |
|--------------------------------------------------------------------------------------------|--------------|
| Flexible working hours (access to flex time)                                               | Frequently   |
| Fixed or specified start/finish times                                                      | Frequently   |
| Expected to work extensive hours over a significant period due to the nature of the duties | Occasionally |
| Access to Accrued Days Off (ADO's)                                                         | Never        |
| Peaks and troughs                                                                          | Occasionally |
| Frequent overtime                                                                          | Occasionally |
| Rostered shift work                                                                        | Never        |

| SOCIAL DEMANDS                                              | FREQUENCY    |
|-------------------------------------------------------------|--------------|
| Work with others towards shared goals in a team environment | Frequently   |
| Work in isolation from other staff (remote supervision)     | Occasionally |
| Working in a call centre environment                        | Never        |
| Working directly with the public                            | Frequently   |

| PHYSICAL DEMANDS                                             | FREQUENCY    |
|--------------------------------------------------------------|--------------|
| Distance walking (large buildings or inter-building transit) | Frequently   |
| Working outdoors                                             | Occasionally |

| MANUAL HANDLING                                           | FREQUENCY    |
|-----------------------------------------------------------|--------------|
| Lifting 0 – 5kg                                           | Occasionally |
| Lifting 5 – 10kg                                          | Occasionally |
| Lifting 10kg+                                             | Never        |
| Climbing                                                  | Never        |
| Reaching                                                  | Occasionally |
| Bending/squatting                                         | Occasionally |
| Push/pull                                                 | Occasionally |
| Sequential repetitive movements in a short amount of time | Never        |

| <b>TRAVEL</b>                         | <b>FREQUENCY</b> |
|---------------------------------------|------------------|
| Frequent travel – multiple work sites | Occasionally     |
| Frequent travel – driving             | Occasionally     |
| Frequent travel – interstate          | Never            |

| <b>SPECIFIC HAZARDS</b>                           | <b>FREQUENCY</b> |
|---------------------------------------------------|------------------|
| Working at heights                                | Never            |
| Exposure to extreme temperatures                  | Occasionally     |
| Operation of heavy machinery e.g. forklift        | Never            |
| Confined spaces                                   | Never            |
| Excessive noise                                   | Never            |
| Low lighting                                      | Occasionally     |
| Handling of dangerous goods/equipment             | Never            |
| Working with asbestos                             | Never            |
| Potential to encounter agitated customers         | Occasionally     |
| Exposure to potentially distressing case material | Occasionally     |

| <b>OTHER</b>                                 | <b>FREQUENCY</b> |
|----------------------------------------------|------------------|
| Uniform required                             | Occasionally     |
| Personal Protective Equipment (PPE) required | Occasionally     |