



## ASSOCIATION OF TOURIST & HERITAGE RAIL AUSTRALIA

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ABN 19 755 744 868

### Position Description

<b>Position:</b>	<b>Information Manager</b>
<b>Location:</b>	Remote from home
<b>Hours:</b>	Nominally three hours per week, with more hours as required on occasions.
<b>Date:</b>	12 May 2020

### Primary Purpose

The Volunteer Information Manager will gather, review, collate, file technical and other information that meets member's needs. The Information Manager will provide information to the ATHRA webmaster/IT Administrator to ensure members have timely access to relevant information.

Key to the success of this role will be an understanding of the broad information requirements of the heritage rail sector; an understanding of the data storage environment; an ability to liaise with organisations and individuals that have suitable data; attention to detail; a willingness to show initiative and be pro-active, and a strong 'can do' attitude coupled with an ability to deliver.

### Organisational Environment

The Association of Tourist and Heritage Rail Australia (ATHRA) is a volunteer, not-for-profit incorporated entity that supports and promotes heritage rail operations and museums across Australia. Its board comprises up to 14 volunteer members, overseeing the provision of services and support to more than 10,000 volunteer workers engaged in heritage rail activities across Australia, and representing the interests of the heritage rail sector to government and regulators.

ATHRA requires adaptable, resourceful and flexible people with a desire to be part of this important support organisation. Ideally a small working group will be formed to assist the Information Manager.

ATHRA members have a pressing need for technical and other information that supports their operations. ATHRA is better developing its ability to provide that support to its member organisations, and key to this is understanding the information needs of members, sourcing data and making it available online.

ATHRA currently has a need for an Information Manager to facilitate this capability. The position reports to the Board.

ATHRA receives no government or corporate funding, and relies on the efforts of its volunteers, sponsorships and grants to provide its services. It supports one of the largest group of volunteers working on the largest and most complex heritage items in Australia.

### Key Responsibilities

The Volunteer Information Manager will:

- Work to identify member needs;
- Identify and source suitable material;
- Review, collate and file relevant information; and
- Liaise with the IT manager to make information easily and securely accessible online

## Key Role Dimensions

The Volunteer Information Manager reports to the Board.

This role is based primarily from home, with communications via video conferencing, telephone and email.

This is an ongoing volunteer position that is expected to need a commitment of up to three hours per week.

If a working group is formed there will be some supervision and coordination of group activity.

## Key Accountabilities

1. **Ethics and Probity** – understand ethical behaviour and business practices, ensure that own behaviour and the behaviour of others is consistent with these standards and aligns with ATHRA's core values and aims.
2. **Teamwork** – work cooperatively and collaboratively with others.
3. **Relationship Building** – establish and maintain strong positive working relationships with others, especially member groups, to achieve the goals of ATHRA to reach more groups and increase membership numbers. Facilitate the building of strong positive working relationships between others.
4. **Customer Service** – anticipate, understand and respond to the needs of internal and external customers to meet expectations within the organisation's parameters to successfully deliver ATHRA's operational program and events.
5. **Learning & Development** – keep in touch with new ideas and ways of communicating to identify possible improvements.
6. **Creativity, Innovation & Improvement** – actively look for ways to identify and develop new and unique ways to improve ATHRA's processes, systems, and customer service delivery practices, and contribute to ATHRA's efficiency and effectiveness as a professional organisation.

## Selection Criteria

The following selection criteria are mandatory:

1. Proven experience in understanding and meeting information requirements.
2. Ability to clearly report on activity to the Board.
3. Well developed ability to build and maintain strong positive working relationships; excellent interpersonal and communications skills with the ability to liaise effectively across a variety of stakeholders.
4. Well organised with demonstrated initiative and proven time management ability in order to prioritise workflows, tasks and workload, and ensure deadlines are met.
5. Proven attention to detail coupled with a demonstrated flexible and practical approach to problem solving and a passion for best practice and continuous improvement.

The following selection criteria are not essential, however highly desirable and would be an advantage:

1. Understanding of heritage rail operations.
2. Experience or awareness of the requirements of working in, and an enthusiasm for, heritage, cultural tourism, regional attraction management sectors, not for profit organisation environments.