



THE NATIONAL TRUST OF TRINIDAD & TOBAGO

MINISTRY OF PLANNING AND DEVELOPMENT

68-70 Sackville Street, Port of Spain | Phone: 225-4750 | Email: info@nationaltrust.tt

OPPORTUNITIES

The National Trust of Trinidad and Tobago invites applications for the following positions:

- Sales and reception officer
- Heritage preservation and research officer
- Senior heritage preservation research officer
- Social media marketing and outreach officer
- Outreach and education officer

Interested candidates can send their CV and covering letter to info@nationaltrust.tt on or before **Thursday September 12th 2019**. We wish to advise that only short listed candidates will be contacted.



THE NATIONAL TRUST OF TRINIDAD & TOBAGO

MINISTRY OF PLANNING AND DEVELOPMENT

68-70 Sackville Street, Port of Spain | Phone: 225-4750 | Email: info@nationaltrust.tt

JOB DESCRIPTION

JOB TITLE: - SALES AND RECEPTION OFFICER

- **JOB SUMMARY:** Staffing the Front Desk of the Head Office of the National Trust; initial contact with the public either in person or by telephone; coordination and administration of the National Trust Gift Shop, ticket sales and Resource Centre; including sales and inventory record keeping; support for tours and other events.

DUTIES:

- Greet the public in a professional and courteous manner, provide general information on the National Trust and direct inquiries to the relevant personnel;
- Provide customer service at the Reception for the sale of merchandise, tickets for tours and other events as well as the receipt of membership subscriptions;
- Oversee the National Trust Gift Shop inclusive of ordering, monitoring and purchasing stock, inventory management, recordkeeping, retail transactions and other related tasks;
- Maintain administrative and financial records in a proper filing system for National Trust merchandise, items on consignment at the National Trust Gift Shop and sale of tickets;
- Provide monthly reports on expenditure and revenue from sales at the National Trust Gift Shop and National Trust events;
- Assist the public at the Resource Centre and direct inquiries on specialised matters;
- Assist in logistical arrangements for tours and activities in consultation with Education and Outreach staff;
- Arrange and participate in National Trust Gift Shop activities at off-site events as required;
- Monitor and order office supplies, inventory and any other items, as required;
- Balance register daily, reconcile cash and sales to the settlement report;
- Adherence to the National Trust petty cash and purchasing policies;
- Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to attend to the public in a professional manner;
- Excellent customer service and communication skills;
- Knowledge of sales/retail activities;
- Knowledge of purchasing, inventory management and basic accounting;
- Familiarity with the National Trust of Trinidad and Tobago Act Chap. 40:53;
- Ability to work as a member of a team or independently;
- Effective time management;
- Knowledge of Microsoft Office (i.e. Excel);
- Ability to meet deadlines.

EDUCATION/EXPERIENCE: Five (5) O' Level / CXC / CSEC Passes inclusive of Mathematics and English with minimum two (2) years' experience in customer service, sales and/or office administration or a related field. Proficiency in Microsoft Office.

REMUNERATION: To be determined based on education and experience.

REPORTS TO: The Operations Coordinator and liaises with Communications and Business Development and Marketing Coordinator.



THE NATIONAL TRUST OF TRINIDAD & TOBAGO

MINISTRY OF PLANNING AND DEVELOPMENT

68-70 Sackville Street, Port of Spain | Phone: 225-4750 | Email: info@nationaltrust.tt

JOB DESCRIPTION

JOB TITLE: HERITAGE PRESERVATION AND RESEARCH OFFICER

JOB SUMMARY: Responsible for undertaking research on heritage sites, monuments and artefacts for listing as property of interest pursuant to the National Trust of Trinidad and Tobago Act Chap. 40:53; monitoring and reporting on heritage sites; general research; liaise with academic/research institutions as well as State and non-State entities for research purposes.

DUTIES:

- Undertake research to document properties of interest and continually update the inventory of heritage assets on the National Trust Website;
- Prepare and review dossiers of properties of interest for listing;
- Undertake research for the development of policy in heritage practices;
- Compile architectural and photographic records and documents of properties of interest for archiving at the Resource Centre and for dissemination to interest groups and the general public;
- Liaise with State and non-State agencies as well as private owners of properties of interest to promote heritage preservation;
- Conduct research and provide information to the Council on international best practice and national policies on heritage, tourism and culture and the role of stakeholders in support of preservation of heritage;
- Draft correspondence, briefs and similar documents on matters relating to heritage;
- Provide information to the Education and Outreach Unit for the execution of tours, exhibitions and other outreach activities undertaken by the National Trust;
- Implement programmes and projects as recommended by the CEO, Council and related subcommittees;
- Represent the National Trust at stakeholder meetings;
- Assist in the development of the Resource Centre;
- Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Working knowledge of the National Trust of Trinidad and Tobago Act Chap. 40:53 and international conventions related to heritage preservation;
- Knowledge of national policies on heritage, tourism and culture and the role of stakeholders in support of the preservation of heritage;
- Excellent research skills;
- Proficiency in use of Microsoft Suite (Word, Excel, PowerPoint);
- Knowledge of cultural and natural heritage investigation/documentation methods;

- Excellent technical writing and effective presentation skills;
- Ability to work as a member of a multi-disciplinary team or independently;
- Ability to meet strict deadlines and manage time effectively;
- General knowledge of Geographic Information Systems (GIS);
- Holder of a valid driver's licence and own/have access to a vehicle.

EDUCATION/EXPERIENCE: Bachelor's Degree in Architectural History/Architecture, Heritage Studies/Management, Archaeology, Geography, Historic Preservation, History or a related field with a minimum of three (3) years' experience in Research, Academia and/or Heritage Management or a related field. Post graduate qualifications would be an asset.

SALARY: To be determined based on education and experience.

REPORTS TO: The Senior Heritage and Preservation Officer as well as the CEO and the Council, as directed.



THE NATIONAL TRUST OF TRINIDAD & TOBAGO

MINISTRY OF PLANNING AND DEVELOPMENT

68-70 Sackville Street, Port of Spain | Phone: 225-4750 | Email: info@nationaltrust.tt

JOB DESCRIPTION

JOB TITLE: SENIOR HERITAGE PRESERVATION RESEARCH OFFICER

JOB SUMMARY: Responsible for all research on heritage sites, monuments and artefacts for listing as property of interest pursuant to the National Trust of Trinidad and Tobago Act Chap. 40:53 as well as the overall coordination of the listing process as directed by the Council; coordination of monitoring and reporting on these and other heritage sites; supervise general heritage research for development of Memoranda of Understanding (MOUs), framework agreements, etc.; supervise Heritage and Preservation Officers.

DUTIES:

- Coordinate research to document properties of interest and continually update the inventory of heritage assets on the National Trust Website;
- Oversee the completion of dossiers of properties of interest for submission to the Council for its approval;
- Draft, dispatch and make arrangements for the publication of lists, notices, forms and other documents approved by Council for the purpose of listing of properties of interest;
- Maintain an administrative record of correspondence, notices, lists of properties of interest;
- Supervise the compilation of architectural and photographic records and documents of properties of interest for archiving at the Resource Centre and for dissemination to interest groups and the general public;
- Network with local and international academic institutions, State and non-State agencies as well as private owners of properties of interest to promote heritage preservation and research in the area of heritage, archaeology and related fields;
- Research and provide the Council with information on national and international policies on heritage, tourism, culture and related matters;
- Draft correspondence pertinent to the listing process as well as briefs, Cabinet Notes, grant proposals, policy and other documents relating to heritage and technical cooperation as instructed by the Council;
- Lead in the production of public information materials to enhance public awareness and understanding of the listing process and its requirements e.g. nomination forms, grading heritage sites, etc.;
- Lead the development of the Resource Centre;
- Lead in the preparation of content for signs at listed heritage sites;
- Provide information to the Education and Outreach Unit for the execution of tours, exhibitions and other outreach activities undertaken by the National Trust;
- Implement programmes and projects as recommended by the CEO, Council and related subcommittees;

- Represents the National Trust at meetings with Ministries, Municipal Corporations and other State and non- State agencies as directed by the Council;
- Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Working knowledge of the National Trust of Trinidad and Tobago Act Chap. 40:53 and international conventions related to heritage preservation;
- Excellent research skills;
- Proficiency in use of Microsoft Suite (Word, Excel, PowerPoint);
- Knowledge of cultural and natural heritage investigation/documentation methods;
- Excellent technical writing and presentation skills;
- Ability to manage small technical research teams as well as local and international volunteers/interns;
- Ability to work in a multi-disciplinary team as well as unsupervised;
- Demonstrated problem-solving and multitasking strategies;
- Ability to meet strict deadlines and manage time effectively;
- Knowledge of national policies on heritage, tourism and culture and the role of stakeholders in support of the preservation of heritage;
- Knowledge of Geographic Information Systems (GIS);
- Holder of a valid driver's licence and own/have access to a vehicle.

EDUCATION/EXPERIENCE: Master's Degree in Architectural History/Architecture, Heritage Studies/Management, Archaeology, Geography, Historic Preservation, History or a related field with minimum five (5) years' experience in Research, Academia and/or Heritage Management or a related field. Experience in managing academic/technical research teams as well as public engagement considered an asset.

SALARY: To be determined based on education and experience.

REPORTS TO: The CEO and the Council of the National Trust of Trinidad and Tobago. Collaborates with the Operations Coordinator.



THE NATIONAL TRUST OF TRINIDAD & TOBAGO

MINISTRY OF PLANNING AND DEVELOPMENT

68-70 Sackville Street, Port of Spain | Phone: 225-4750 | Email: info@nationaltrust.tt

JOB DESCRIPTION

JOB TITLE: SOCIAL MEDIA MARKETING AND OUTREACH OFFICER

JOB SUMMARY: Responsible for updating website and social media platforms to increase traffic and membership, outreach to membership of the National Trust as well as the general public.

DUTIES:

- Manage the social media platform of the National Trust, including but not limited to Facebook, Twitter, Instagram, WhatsApp platforms;
- Propose and implement a social media strategy as approved by the Council;
- Manage the National Trust Website and liaise with the website developer to provide timely and accurate web updates, as well as obtain web analytics periodically;
- Maintain monthly records on social media activity and engagement rates for submission to the Council providing recommendations to improve such rates;
- Liaise with relevant staff for writing posts, blog and informing of any new initiatives of the National Trust, inclusive of the on-line heritage newsletter;
- Maintain an electronic membership register, provide monthly reports to Council, issue of electronic notices to the membership concerning subscriptions;
- Responsible for maintaining the Membership applications (online and hard copy);
- Design of thumbnails, flyers, other digital artwork for National Trust events;
- Provide support to the Education and Outreach Unit and Gift Shop;

Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Proficiency and creativity in use of social media;
- Ability to produce content and images for individual channels in an accurate and audience-friendly format;
- Proficiency in Microsoft Office Suite (Word, Excel and Power Point);
- Graphic design skills with proficiency in Adobe Suite (Photoshop, Illustrator);
- Effective written and oral communication skills as well as customer service;
- Ability to conduct relevant research and/or source information;
- Innovative approach to problem solving and exercise of good judgment in responding to or redirecting queries;
- Ability to maximise impact from digital presence;
- Ability to work as a member of a multidisciplinary team or unsupervised;
- Effective time management and ability to meet deadlines;
- General knowledge of the National Trust of Trinidad and Tobago Act Chap. 40:53;
- Knowledge of the remit and activities of the National Trust and the heritage sites under its jurisdiction.

EDUCATION/ EXPERIENCE: Associate Degree or Diploma in Website Design, Social Media/Digital Marketing, Advertising, Communication or related field with two (2) years' experience in communication, advertising, social media management or a related field

SALARY: To be determined based on education and experience.

REPORTS TO: Business Development and Marketing Coordinator, CEO and Council, where necessary. Liaises with Operations Coordinator.



THE NATIONAL TRUST OF TRINIDAD & TOBAGO

MINISTRY OF PLANNING AND DEVELOPMENT

68-70 Sackville Street, Port of Spain | Phone: 225-4750 | Email: info@nationaltrust.tt

JOB DESCRIPTION

JOB TITLE: OUTREACH AND EDUCATION OFFICER

JOB SUMMARY: Responsible for planning and conducting tours and other events; educational outreach to stakeholders; coordination of the Heritage Keepers Programme and other outreach projects.

DUTIES:

- Plan, organise and effectively execute outreach activities with State and non-State organisations as well as educational institutions;
- Draft and submit proposals inclusive of projected revenue and expenditure for tours, exhibitions and other events for prior approval by the Council;
- Organise and effectively execute outreach activities including those with State and non-State organisations as well as educational institutions;
- Coordinate specific outreach programmes such as the Heritage Keepers and other junior programmes;
- Draft and disseminate handouts and other informational materials on heritage sites in collaboration with the Heritage Preservation and Research Officers and approved by the CEO/Council;
- Provide content on heritage and outreach activities for the National Trust Website and social media (Facebook, Twitter, Instagram, WhatsApp) and follow up to ensure maximum attendance;
- Update and maintain an internal schedule of events for circulation to staff/Council;
- Update and maintain attendance records of patrons for tours and other events;
- Maintain records on total revenue from tours and other activities organised by the Education and Outreach Unit for submission to the Communications and Business Development and Marketing Coordinator;
- Submit monthly reports for the attention of Council on revenue, attendance and recommendations following events, activities, site visits, outreach meetings;
- Other related outreach and education duties as assigned (e.g. site visits, media appearances, as required).

KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent oral and written communication skills;
- Excellent customer service;
- Commercial awareness;
- General knowledge of the National Trust of Trinidad and Tobago Act Chap. 40:53;
- Ability to conduct general research and/or source such information;
- Ability to work as a member of a multidisciplinary team or unsupervised;

- Effective time management and ability to meet deadlines;
- Proficient in use of Microsoft Office (Word, Excel, PowerPoint);
- Ability to create and deliver innovative content for public outreach and collaborate with Social Media Marketing and Outreach Officer and Communications and Business Development and Marketing Coordinator;
- Knowledge of the work of the National Trust and the heritage sites under its jurisdiction;
- Holder of a valid driver's licence and own/have access to a vehicle.

EDUCATION/EXPERIENCE: Bachelor's degree in Education, Event Management, Communication, Cultural Studies or related field with a minimum two (2) years' experience in event management, education or a related field or any combination of education and experience.

SALARY: To be determined based on education and experience.

REPORTS TO: The Senior Education and Outreach Officer, liaises with the Business Development and Marketing Coordinator as well as Operations Coordinator.