



## Tour Guide

<b>Position No:</b>	00025543
<b>Classification</b>	GSMGA 5
<b>Division:</b>	Heritage and Property Services
<b>Directorate:</b>	Fremantle Prison Tourism Operations
<b>Reports to:</b>	Manager Visitor Services, 00027177, L6
<b>Direct reports:</b>	0
<b>Leadership Context:</b>	Personal Leadership

### Position Overview

The Tour Guide leads tours through the Fremantle Prison tourist site and presents interpretative information to visitors in an engaging and entertaining manner.

### Responsibilities

#### Tour Guiding

- Lead guided tours of the Prison precinct across a broad group of audiences, according to rostered times, itineraries and tour-related standards.
- Present interpretive information to visitors in an entertaining and educational manner ensuring, accuracy and respect for cultural heritage, as per the Tour Guide's manual.

#### Public Liaison, Events and Functions

- Treat all visitors with respect at all times and in accordance with their cultural diversity.
- Provide a high standard of customer service by welcoming and orienting visitors to the Prison.
- Provide information to visitors on tours and Gatehouse activities including visitor centre, giftshop, café, and exhibitions, together with general tourist information relating to Fremantle and Perth.
- Aid in the preparation and delivery of public events and functions.
- Undertake function and event tours, ensuring guests receive an educational and entertaining experience.

#### Safety and Emergency Procedures

- Observe and apply visitor and employee safety standards at all times and report incidents to the Visitor Services Supervisor.
- Act as a Warden in the event of an emergency for tour groups and events.
- Report items observed requiring maintenance or repair whilst on tours.

- Perform other duties as directed.
- Demonstrate professional and ethical workplace behaviours in alignment with the Department's Code of Conduct and Values. This includes ensuring work practices and behaviours foster an equitable, diverse, and inclusive work environment and support a safe and healthy workplace in accordance with Work Health and Safety legislation.

## Essential Requirements

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- Demonstrated ability to interact with customers in a consistent, welcoming, courteous, and professional manner.
- Well-developed communication and presentation skills with an ability to adapt to a wide variety of audiences, creating a positive experience.
- Demonstrated ability to adapt to unexpected circumstances.
- Demonstrate the behaviours within the leadership context as outlined below.

## Desirable Requirements

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- Ability to pass a 'Fitness for Work' test prior to conducting tunnel tours.

## Special Requirements

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- Hold a valid Western Australian Working with Children Check.
- Possession of or willingness to obtain a current 'Provide First Aid' Certificate.
- Availability and preparedness to work outside of normal hours to meet business needs and during the agency's annual closedown period, where operational requirements necessitate continued service delivery.
- Ability to meet the physical demands of working in different environments relevant to the Prison.

## Mandatory Pre Employment Requirements

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- All positions within the Department require the occupant to have a Nationally Coordinated Criminal History Check (NCCHC) conducted with a satisfactory outcome.
- A pre-employment Conflict of Interest will be completed and assessed prior to appointment.

## Workplace Behaviours and Expectations

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The Department's [Code of Conduct](#) sets out the professional behaviours that we expect of our employees and consistent with our departmental values.

The [Public Sector Commission's Leadership Expectations](#) provide a clear understanding of expected leadership behaviours and associated mindsets for all public sector employees. The expected behaviours (see below) should be demonstrated in the context of [Personal Leadership](#) for this position.

<b>Lead collectively</b>	Seek and build key relationships, work together and focus on the greater good
<b>Think through complexity</b>	Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks
<b>Dynamically sense the environment</b>	Be in tune with the political, social and environmental trends that impact the work, understand and recognise the needs of others and leverage relationships for desired outcomes.
<b>Deliver on high leverage areas</b>	Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.
<b>Build capability</b>	Proactively develop others, share learning to promote efficiency and effectiveness, and champion diversity and inclusion
<b>Embody the spirit of public service</b>	Display empathy, compassion, humility and integrity, and a genuine passion for the work, demonstrate a responsibility to Western Australians, and work in the interests of the public good
<b>Lead adaptively</b>	Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts

Further information can be obtained from looking at the [behaviour descriptors](#).

## Our Vision and Values

**To respect the past, to create opportunities today and to plan for the future.**

Our values shape our attitude and actions, guiding us both personally and professionally.

<b>Respect</b>	We respect that our work is personal to our stakeholders and that every piece of land and site has a story.
<b>Collaboration</b>	We engage and collaborate to build prosperous places and connected communities.
<b>Integrity</b>	Our ethics and integrity guide our actions with every piece of land, site and opportunity to enable us to deliver great outcomes for Western Australia.
<b>Innovation</b>	We enable innovation, implementing innovative approaches to the way we work to create value for our stakeholders.
<b>Professionalism</b>	Our professionalism empowers us to use our specialised knowledge and skills to deliver our work to the highest standards.
<b>Accountability</b>	We work in the interest of the public and take responsibility for our actions and decisions.

### Acknowledgement of Country

*The Department of Planning, Lands and Heritage acknowledges the Aboriginal people as the traditional custodians of Western Australia. We pay our respects to the Ancestors and Elders, both past and present, and the ongoing connection between people, land, waters, and community. We acknowledge those who continue to share knowledge, their traditions and culture to support our journey for reconciliation. In particular, we recognise land and cultural heritage as places that hold great significance for Aboriginal people.*

<b>Registration Date</b>	26 February 2026	<b>Registering Officer</b>	Erika Booth <i>Erika Booth</i>
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