



# JOB DESCRIPTION FORM

<b>JOB TITLE:</b> Discovery Assistant	<b>POSITION NUMBER:</b> 12817	<b>CLASSIFICATION:</b> Level 2
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<b>AWARD</b> PSA 1992 / PSGOGA	<b>EMPLOYMENT TYPE</b> Permanent, Full-Time
<b>DIRECTORATE</b> Creativity and Regional Development	<b>TEAM</b> Learning and Creativity
<b>POSITION REPORTS TO</b> Engagement Manager – L5	<b>POSITIONS REPORTING TO THIS POSITION</b> Nil

**PURPOSE OF POSITION**

The Discovery Assistant's primary role is to enhance the Museum's profile through the provision of high quality customer service and visitor experiences that are relevant to the collections within the Discovery Centre at the Western Australian Museum – Perth. Under the direction of the Engagement Manager, the role plays an active part in the delivery of visitor experiences which enhance the Museum visit and assists with visitor enquiries. The Discovery Assistant is also responsible for the care and maintenance of live animal displays, including reptiles and amphibians.

**CONTEXT**

The Western Australian Museum is positioning itself through scientific and academic excellence, public programs and relevant exhibitions to keep pace with the rapidly changing face of Western Australia. The Museum has made a major contribution to the collection, conservation and research of the State's natural and social history, maritime heritage and the cultural heritage of Indigenous communities in Western Australia.

The Western Australian Museum is part of the Culture and Arts Portfolio, brought together by the Department of Culture and the Arts (DCA). DCA is the State Government agency responsible for the Government's support of management and development of arts and culture in Western Australia.

<b>REGISTERED</b> DEPARTMENT OF CULTURE AND THE ARTS
INITIALS <i>MS</i> DATE <i>16/3/15</i>



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<p><b>STATEMENT OF DUTIES</b></p> <ul style="list-style-type: none"> <li>• Provision of high level customer service through engaging with visitors, including greetings, interpretation of exhibits and 'interactives'</li> <li>• Assist with visitor enquiries and maintain upkeep of the Discovery Centre space.</li> <li>• Assist the Learning and Creativity team with the delivery of activities, resources, experiences and events which enhance visitor connection with natural sciences and cultural heritage, relevant to the Museum.</li> <li>• Provision of high level animal husbandry to the Discovery Centre's live animal collection, including reptiles and amphibians</li> <li>• Ensure effective maintenance of live animal enclosures, and record keeping, adhering to guidelines set by external authorities.</li> <li>• Administration duties including cash handling and reconciliation, management and ordering of stock</li> <li>• Receive and respond to formal public enquiries.</li> </ul> <p>Other duties as required having regard for the skills, knowledge and abilities of the employee.</p>	<p><b>Compliance and Legislative Knowledge</b></p> <ul style="list-style-type: none"> <li>• Comply with Culture and Arts Portfolio Code of Conduct, policies and procedures and relevant appropriate legislation.</li> <li>• Meet Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.</li> </ul>
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<b>REGISTERED</b>
DEPARTMENT OF CULTURE AND THE ARTS
INITIALS <u>KS</u> DATE <u>6/3/15</u>





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<p><b>WORK RELATED REQUIREMENTS (SELECTION CRITERIA)</b></p> <p><b>Essential</b></p> <ol style="list-style-type: none"> <li>Experience in providing, high quality customer service, with commitment to positive visitor experiences for a wide range of audiences, including children</li> <li>Experience in the implementation of creative and innovative interpretative and engagement experiences for visitors. This experience may be gained in one or more of the following:- Museum environment, OR Science communication, OR Cultural Heritage communication</li> <li>Ability to collaborate with a diverse team of people in a creative environment</li> <li>Ability to work independently without supervision</li> <li>Experience in record keeping using computer-based applications, and experience and/or knowledge of cash-handling procedures.</li> </ol> <p><b>Desirable</b></p> <ol style="list-style-type: none"> <li>Understanding of animal husbandry, including reptiles and amphibians, including associated regulations, record keeping and enclosure maintenance.</li> <li>Interest in, and knowledge of, Western Australia's natural history and cultural heritage.</li> <li>A relevant qualification in education, interpretation or a Museum-related discipline.</li> </ol>	<p><b>KEY RELATIONSHIPS / INTERACTIONS</b></p> <ol style="list-style-type: none"> <li>Learning and Creativity Management and staff</li> <li>Engagement Manager</li> <li>Discovery Assistants</li> <li>Other Museum staff as required</li> </ol> <p><b>KEY CHALLENGES</b></p> <ol style="list-style-type: none"> <li>Balance multiple duties within the Discovery Centre</li> <li>Work effectively within an extended team to deliver programs and activities</li> <li>Help to develop and build strategic partnerships</li> </ol> <p><b>SPECIAL CONDITIONS</b></p> <ol style="list-style-type: none"> <li>A current National Police Certificate and Working with Children Clearance (WWCC) will be required.</li> <li>May require regular weekend or after-hours work. Penalties rates apply.</li> </ol> <p><b>LOCATION</b> Perth</p>
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<p><b>REGISTERED</b> DEPARTMENT OF CULTURE AND THE ARTS</p> <p>INITIALS: <i>SS</i>      DATE: <i>16/3/15</i></p>
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**Manager Signature:** ..... **Date:** ..... / ..... / .....

**Employee Signature:** ..... **Date:** ..... / ..... / .....

