



# JOB DESCRIPTION FORM



<b>JOB TITLE:</b> Operations Manager	<b>POSITION NUMBER</b> 12645	<b>CLASSIFICATION:</b> Level 5
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<b>AWARD</b> PSA 1992 / PSGOGA 2014	<b>EMPLOYMENT TYPE</b> Permanent, Full-Time
<b>DIRECTORATE</b> Fremantle Museums and Business Development	<b>TEAM</b> Operations Fremantle Museums
<b>POSITION REPORTS TO</b> Site Manager Fremantle Museums, Level 6	<b>POSITIONS REPORTING TO THIS POSITION</b> Visitor Services Supervisor x 3 Assistant Supervisor x 4 Visitor Services Officers x 25 Cleaning Supervisor

**PURPOSE OF POSITION**

To manage, co-ordinate and administer the Fremantle site Operations, including overseeing standards of customer service, visitor facilities, recruitment, performance management, security, training, coordinating contractor and service providers, reporting maintenance issues, and coordination of Occupational Safety & Health principles. Manage delivery of innovative visitor experiences and monitor and review the implementation of these services.

**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.

**REGISTERED**  
DEPARTMENT OF CULTURE  
AND THE ARTS

INITIALS *SJM* DATE *5.9.16*



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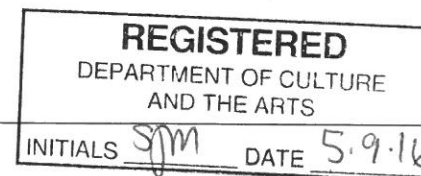
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## STATEMENT OF DUTIES

1. Manage and co-ordinate the Fremantle Visitor Services team and cleaning staff in accordance with Western Australian Museum strategic plan to deliver outcomes aligned to business requirements.
2. Prepares, manages, monitors and reports on Operations budget.
3. Manage the daily front of house operations across the Fremantle sites ensuring high levels of customer service.
4. Implement and monitor Visitor Services standards and procedures to ensure excellence of visitor experience across sites, including visitor liaison, admission, and safety for visitors. Manage visitor comments and complaints, responding as appropriate. Ensure that Museum complaints handling procedures are observed.
5. Reports maintenance issues and coordinates with contractor and service providers.
6. Assists in business continuity planning, including disaster recovery and developing emergency procedures
7. Responsible for all security management of site, in consultation with relevant departments.
8. Manage the recruitment and performance of staff and monitor their development through the use of the staff development system and through constant verbal and written feedback.
9. Maintain effective Museum codes of conduct and ensure that staff uphold the public sector behavioural standards and values.
10. Develop, monitor and control the budget for the Visitor Services team in consultation with the site manager.
11. Develop and implement business plans for the Visitor Services team to improve and enhance the overall visitor experience.
12. Other duties as required with respect to the skills, knowledge and abilities of the employee.

## Compliance and Legislative Knowledge

- Comply with Culture and Arts Portfolio Code of Conduct, policies and procedures and relevant appropriate legislation.
- Meet Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.





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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>Exhibit a personal commitment to customer service, integrity, professionalism and teamwork.</li> <li>The ability to assume a pivotal role in the management of customer service staff and to provide strong leadership to this group to motivate, develop and inspire a team. The ability to establish good working relationships with a diverse range of people including customers and stakeholders is also relevant. This includes highly developed interpersonal, verbal and written communication skills.</li> <li>The ability to lead change in a work environment and to identify weaknesses and recognise opportunities for improvement.</li> <li>Demonstrated ability to manage projects and staff on time and on budget.</li> <li>Demonstrated record of managing financial resources to achieve objectives, particularly in an environment of constraint.</li> <li>In the context of this role have the ability to apply a working knowledge, commitment and application of Risk Management, Equity Diversity, Equal Opportunity and Occupational Health and Safety legislation and principles.</li> </ol>	<p><b>KEY RELATIONSHIPS / INTERACTIONS</b></p> <ol style="list-style-type: none"> <li>Space Activation Manager- working collaboratively to maximise use of the Museum space.</li> <li>Site based staff- Working with other departments, to ensure that service delivery is maintained.</li> </ol> <p><b>KEY CHALLENGES</b></p> <ol style="list-style-type: none"> <li>Assist in the effective delivery of the transition of Asset Management to a centralised model.</li> <li>Manage the priorities of the organisation with consideration of limited budget and resources.</li> <li>Managing multiple stakeholders and competing priorities.</li> <li>Instilling high levels of customer service</li> </ol> <p><b>SPECIAL CONDITIONS</b></p> <ol style="list-style-type: none"> <li>Work outside normal business hours and weekends is required from time to time.</li> </ol> <p><b>LOCATION</b></p> <p>Fremantle.</p>
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**Manager Signature:** ..... **Date:** ..... **Employee Signature:** ..... **Date:** .....

