

DEPARTMENT OF LOCAL GOVERNMENT, SPORT AND CULTURAL INDUSTRIES

WESTERN AUSTRALIAN MUSEUM

MISSION

To inspire and challenge people to explore and share their identity, culture, environment and sense of place, and to contribute to the diversity and creativity of our world.

VISION

To be an excellent and vibrant Museum, valued and used by all Western Australians and admired and visited by the world

VALUES

Accountable
Inspirational, Inclusive and Accessible
Enterprising and Excellent
Sustainable

ABOUT THE MUSEUM

The Western Australian Museum is home to the State's scientific and cultural collection, which it makes accessible to the community through research, exhibitions and public programs. It provides opportunities for all West Australians to express their sense of being, celebrate their cultural heritage and identity, and embrace their shared existence. It is a place where people can share stories and experiences. It adheres to principles of mutual understanding and natural justice. The Museum's exploration, research and interpretive work in the sciences and humanities is world leading.

The Museum currently has six public sites: WA Maritime Museum, WA Shipwrecks Museum, Museum of Geraldton, Museum of the Goldfields, and Museum of the Great Southern. The Perth site is temporarily closed while we build the New Museum for WA.

The Museum is a Statutory Authority within the Department of Local Government, Sport and Cultural Industries (DLGSC). The Department facilitates lively communities and the economy and the offering of outstanding and inclusive sporting and cultural experiences to local, interstate and international visitors.

DETAILS

Position Title

Assistant Volunteer Coordinator

Position Number

13746

Classification Level

Level 2

Award/Agreement

Public Services Award 1992 / PSGO CSA GA

Directorate

Fremantle Museums & Business Dev

Branch/Team

Fremantle Museums Volunteer Program

Physical Location

Fremantle

Effective Date

9 July 2019

Employment Type

Permanent, Full Time

REPORTING RELATIONSHIPS

Position reports to

Director Fremantle Museums & Business Development, L8

Positions reporting to this position

Nil

PURPOSE OF THE POSITION

Supervision of volunteers onsite at the Western Australian Maritime Museum including overseeing volunteers conducting tours of HMAS Ovens and visitor engagement activities with members of the public. Conducts the induction, rostering and training of volunteers.

STATEMENT OF DUTIES

Daily Volunteer Supervision and Site Operations

1. Undertakes day-to-day supervision of all volunteers onsite at the Maritime Museum and reports to the Site Manager as required.
2. Independently coordinates the day-to-day duties and operations of the volunteers.
3. Assists in the coordination and implementation of volunteer run interpretative experiences.
4. Conducts interpretive experiences as required.
5. Ensures safety and wellbeing of the volunteers is maintained to Museum standards as per procedures.
6. Recruits and rosters new volunteers.
7. Trains and inducts new volunteers and ensures the consistency of volunteer activities are maintained to appropriate Museum standard.
8. Be available to independently solve operational issues as they arise.

Other duties as required with respect to the scope of the position.

COMPLIANCE AND LEGISLATIVE KNOWLEDGE

- Comply with the DLGSC Code of Conduct;
- Comply with applicable DLGSC policies and procedures, WA Museum policies and procedures, and relevant appropriate legislation; and
- Meets Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.

WORK RELATED REQUIREMENTS

Essential

1. Demonstrated understanding of the importance of good customer service and the ability to engage with visitors and staff in a positive and professional manner.
2. Current experience in team supervision within the last six months
3. Good organisational skills.
4. Well-developed problem solving skills.
5. Well-developed verbal communication skills, including conflict resolution.

- 6 In the context of this role, have the ability to apply the principles of risk management, occupational health and safety, equal opportunity and diversity in the workplace.

Desirable

1. Experience managing volunteers.

KEY RELATIONSHIPS/INTERACTIONS

1. Supervising Volunteers.
2. Liaising with other staff members
3. Taking direction from the Site Manager.

KEY CHALLENGES

Working at a site external to the museum with minimal staff support available.

SPECIAL CONDITIONS

eg. working outside normal business hours; a current (within 6 months) National Police Clearance Certificate; a current Working with Children Check; allowances, accommodation, First Aid Certificate, Pre-employment medical

Appointment is subject to:

1. Eligibility to Work in Australia.
2. Insert details.

Training:

1. Complete induction within three months of commencement.
 2. Complete any training specific to the role required by Departmental or WA Museum policy.
 3. Complete the Department's Accountability and Ethical Decision Making training within six months of appointment.
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REGISTERED

Western Australian Museum

INITIALS: SJM DATE: 9.07.2019