



WESTERN
AUSTRALIAN
MUSEUM

GWOONWARDU MIA GASCOYNE ABORIGINAL HERITAGE AND CULTURAL CENTRE



Gwoonwardu Mia
Gascoyne Aboriginal Heritage and Cultural Centre

JOB DESCRIPTION FORM: Operations Manager Engagement and Events

ABOUT GWOONWARDU MIA

After an extended period of closure, from the 15 July 2019, the Western Australian Museum has undertaken to re-open and manage Gwoonwardu Mia – the Gascoyne Aboriginal Heritage and Cultural Centre.

Gwoonwardu means “where the fresh water meets the sea water”. Gwoonwardu Mia - the Gascoyne Aboriginal Heritage and Cultural Centre was constructed in Carnarvon with the vision of establishing ***“a common meeting place for the people of the Gascoyne Region where lives are enriched, Aboriginal culture is recognized and practiced, quality employment and business enterprises operate and where youth are actively engaged in creating their own future”***.

The Western Australian Museum will work collaboratively with Aboriginal communities in the Gascoyne to realise the vision and to create a financially, socially, environmentally and culturally sustainable Cultural Centre, which maximises its business potential, and is also the recipient of ongoing state support.

Gwoonwardu Mia Cultural Centre consists of:

- Conference Rooms for Hire
- Café
- Gallery Shop
- Outdoor Performance Space and Ethnobotanical garden/grounds
- Permanent Interpretive Exhibition – Burlgarnyia Wanggaya – Old People’s Stories.
- Emerging Art Centre facility/activity.

DETAILS

Position Title

Operations Manager Engagement and
Events

Position Number

14516

Classification Level

Level 5

Award/Agreement

PSA / PSGO CSA GA 2017

Directorate

Regional Development

Branch/Team

Gwoonwardu Mia

Physical Location

Carnarvon

Effective Date

1 September 2019

Employment Type

Fixed Term, Full Time

REPORTING RELATIONSHIPS

Position reports to

Regional Manager Business and Strategy,
L6

Positions reporting to this position

Visitor Staff, L2 x 1 F/T
Visitor Staff, L2 x 2 P/T

PURPOSE OF THE POSITION

The Operations Manager Engagement and Events provides leadership and direction through managing and monitoring human and physical resources for the site's daily operations, under the direction of the Centre's Regional Manager Business and Strategy.

This position will be responsible for leading the development of strong, sustainable and mutually beneficial relationships between the Aboriginal people of the Gascoyne region, Gwoonwardu Mia, the Western Australian Museum and other stakeholders to enhance and activate the Centre's vision through the development, implementation and evaluation of high quality programs, experiences and resources that are relevant to the business.

The Operations Manager Engagement and Events plays an active role in leading, managing and administering the team responsible for the creation of authentic visitor experiences at Gwoonwardu Mia, from concept to delivery. This includes training seasonal part-time Visitor staff in customer service and visitor engagement.

This position will manage and administer Gwoonwardu Mia's venue hire, functions and special events operations, including the development and implementation of business plans, policies and procedures for hiring the venue. The Operations Manager Engagement and Events will also work with artists to identify artwork and products for the gallery and shop and develop residencies and exhibitions.

STATEMENT OF DUTIES

Engagement

- Establish and maintain effective cultural networks and relationships relevant to Gwoonwardu Mia and its programs, projects and partnerships.
- Identify and initiate appropriate consultation strategies with the Aboriginal communities of the Gascoyne to affect positive outcomes on key performance indicators.

Visitor Experience/Retail Outlet

- Consult with the Gwoonwardu Mia team, WA Museum colleagues and external bodies to ensure a co-ordinated approach to exhibitions and public programmes, the gallery and shop retail opportunities.
- Consult and liaise with the relevant managers and external bodies to consistently deliver a high standard of visitor experience to the general public.
- Liaise with external partners in the public, private and volunteer sector as required.
- Develop and manage quality visitor experiences, including training seasonal part time visitor staff in visitor engagement.

Venue/Functions Management

- Develop and implement business plans, policies and procedures for venue hire.
- Ensure all function venues operate with due regard to public safety, and comply with all health, safety and statutory regulations.
- Liaise and negotiate with catering management, contractors, suppliers and centre staff to ensure client functions are delivered to a high standard.
- Manage usage of the venues to ensure Gwoonwardu Mia initiated programs, activities and events are integrated in a balanced manner with commercial bookings.
- Liaise with relevant stakeholders to deliver special events including but not limited to exhibition launches, publicity and promotional events.

Arts Development

- Work with Gwoonwardu Mia team and WA Museum colleagues to program and ensure effective and optimal delivery and strategic initiatives associated with the artist residencies, exhibitions, gallery shop products and arts development, that support the aims and objectives of Gwoonwardu Mia.
- Participate and actively contribute to Gwoonwardu Mia's varied activities.

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
- Meet Occupational Safety and Health, Equal Opportunity and other legislative requirements and guidelines in accordance with the parameters of the position.

WORK RELATED REQUIREMENTS

Essential

1. **Aboriginality (under Section 50D of the Equal Opportunity Act) is considered essential.**
2. Demonstrated well-developed interpersonal communication skills, including the ability to communicate well with colleagues, other agencies and community groups, particularly demonstrating an understanding and experience of engagement with Aboriginal groups and individuals.
3. Demonstrated ability to work both independently and as part of a team.
4. Experience in a museum, gallery, cultural heritage or tourism environment and a sound understanding of the role of museums and galleries in communities.
5. Experience in managing the development, implementation and evaluation of creative and innovative interpretive and engagement experiences for visitors.
6. Ability to manage projects and budgets, including conflicting priorities and timelines, and the ability to work well under pressure.

7. Ability to lead, manage and administer a diverse team of people in a creative environment; and the ability to liaise with management at various levels.
8. Experience in venue management and events.
9. Ability to apply the principles of risk management, occupational safety and health, and equity and diversity principles and practices in the context of this position.

KEY RELATIONSHIPS/INTERACTIONS

1. Chief Executive Officer, WA Museum.
2. Manager Regions, WA Museum.
3. Regional Manager Business and Strategy, Gwoonwardu Mia.
4. Gwoonwardu Mia Advisory Committee members.
5. Aboriginal community liaison.
6. Other community and business stakeholders.
7. Gwoonwardu Mia team members.

KEY CHALLENGES

1. Delivering cultural services including public exhibitions, events and activities within an environment of budget constraint.
2. Building sustainable relationships with internal, external and community stakeholders. Overcoming barriers associated with managing a site and team that are affected by geographic isolation and distance from Perth.
3. Working with Aboriginal stakeholders with diverse needs, to achieve productive outcomes.

SPECIAL CONDITIONS

1. Work outside normal business hours and on weekends will be required from time to time.
2. District Allowance.
3. A current (within 6 months) Police Clearance will be required.
4. "C" Class driver's licence.

Appointment is subject to:

1. Eligibility to Work in Australia.

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.

