



WESTERN
AUSTRALIAN
MUSEUM



Gwoonwardu Mia
Gascoyne Aboriginal Heritage and Cultural Centre

GWOONWARDU MIA GASCOYNE ABORIGINAL HERITAGE AND CULTURAL CENTRE

JOB DESCRIPTION FORM: Engagement Assistant

ABOUT GWOONWARDU MIA

After an extended period of closure, from the 15 July 2019, the Western Australian Museum has undertaken to manage Gwoonwardu Mia and reopen the 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 – Burlgarnya Wanggaya – Old People’s Stories
- Emerging Art Centre facility/activity

DETAILS

Position Title

Engagement Assistant

Position Number

14537

Classification Level

Level 2

Award/Agreement

PSA / PSGO CSA GA 2017

Directorate

Regional Development

Branch/Team

Gwoonwardu Mia

Physical Location

Carnarvon

Effective Date

9 September 2019

Employment Type

Fixed Term, Full Time

REPORTING RELATIONSHIPS

Position reports to

Operations Manager Engagement and Events, L5

Positions reporting to this position

Nil

POSITION STATEMENT

The Engagement Assistant's primary purpose is to enhance Gwoonwardu Mia's public profile through the delivery of high quality customer service and positive interaction with the public.

This position is responsible for presenting/facilitating a range of educational and interpretive experiences to diverse audiences including school groups, general public and special interest groups.

This role also provides a retail and merchandise service to visitors as well as supporting the Artist in Residence program.

POSITION DUTIES

1. Present/facilitate a range of engaging, fun, educational and interactive experiences for diverse audiences both onsite and offsite where required.
2. Work as a member of the Gwoonwardu Mia team to ensure effective delivery of existing programs, including after hours and weekends.
3. Assist with the development and implementation of programs where required.
4. Ensure the comfort, safety and enjoyment of participants including the use of problem solving and initiative where required.
5. Maintain excellent customer service at all times.
6. Maintain knowledge of current cultural centre initiatives and direction.
7. Perform shop retail duties in the Gallery Shop including using the electronic retail operating systems.
8. Promote the locally made and sourced merchandise in the Gallery Shop.
9. Support the Artists in Residence program.
10. Contribute to the ongoing upkeep and presentation of the Gwoonwardu Mia site and facilities.

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

POSITION CRITERIA

Essential

1. **Aboriginality (under Section 50D of the Equal Opportunity Act) is considered essential.**
2. Evidence of good interpersonal, oral communication and team participation skills with experience in liaising with the public and community and providing customer service in a retail environment.
3. Ability to use and adapt a range of presentation skills to communicate and engage with diverse audiences. For example, tourists, general public, special needs groups and school groups etc.
4. A good ability to manage and engage a range of audiences including large groups.
5. Ability to work individually in a team environment to achieve a diverse range of tasks including problem solving.

Desirable

1. Previous experience interacting with the public.
2. Experience in a retail environment.

KEY RELATIONSHIPS / INTERACTIONS

1. Regional Manager Business and Strategy, Gwoonwardu Mia
2. Operations Manager Engagement and Events, Gwoonwardu Mia.
3. Gwoonwardu Mia Advisory Committee members.
4. Members of the Public
5. Gascoyne communities.
6. Gwoonwardu Mia team members.

KEY CHALLENGES

1. Effectively tailor presentations to a variety of audiences.
2. Ensure the delivery of quality experiences within a cultural centre / gallery context.
3. Provide excellent customer service.

SPECIAL CONDITIONS

1. Work outside normal business hours and on weekends will be required from time to time.
2. District Allowance.
3. A current Working with Children Card will be required.
4. A current (within 6 months) National Police Clearance Certificate will be required.

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.
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REGISTERED

Western Australian Museum

INITIALS: SJM DATE: 9.09.2019