

## DEPARTMENT OF LOCAL GOVERNMENT, SPORT AND CULTURAL INDUSTRIES

WESTERN AUSTRALIAN MUSEUM  
JOB DESCRIPTION FORM

## 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

Operations Manager

## Position Number

13160

## Classification Level

Level 5

## Award/Agreement

Public Service Award 1992 / PSGO CSA GA

## Directorate

Regional Development

## Branch/Team

Museum of the Goldfields

## Physical Location

Kalgoorlie

## Effective Date

19/11/2019

## Employment Type

Permanent, Part-time

## REPORTING RELATIONSHIPS

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### Position reports to

Regional Manager, L6

### Positions reporting to this position

Supervisor

## PURPOSE OF THE POSITION

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Under the limited direction of the Regional Manager, this position:

- Provides leadership and direction through applying and monitoring human and physical resources to the site's daily operations.
- Develops and maintains operational networks through effective liaison with visitors, stakeholders, community and special interest groups and promotes community support for the organisation's goals and strategies.
- Supports the site's visitor oriented experiences including programs, events, outreach, marketing and online services.

Individuals undertake their duties within the Department's Code of Conduct, policies and procedures, and relevant Government legislation.

## STATEMENT OF DUTIES

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1. Manage the daily Visitor Services operations of the site through effective leadership, resource management, planning and evaluation.
2. Manage the site buildings, including understanding the impact of exhibition and building maintenance scheduling on the site's daily visitor operations and services in liaison with the Regional Manager and Facilities Manager.
3. Ensure the security of the WA Museum's collections on site and observe WA Museum Conservation standards for collections care.
4. Contribute to the site's visitor oriented experiences including exhibitions, public and education programs, events, outreach, marketing and online services.
5. Represent the Western Australian Museum in regional forums including visitor, museum or heritage services.
6. Act as Regional Manager when the Regional Manager is on leave or absent from the venue.
7. Assist with the development of the Site's operational plans, projects and associated budgets.
8. Other duties as required with respect to the skills, knowledge and abilities of the employee.
9. Work outside normal business hours and on weekends is required. Some intra-state travel is required.

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

## COMPLIANCE AND LEGISLATIVE KNOWLEDGE

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- 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

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These work related requirements are performed under the limited direction of the Regional Manager.

### Essential

1. Demonstrated experience in a museum, gallery, cultural heritage, arts or tourism environment and a sound understanding of the role of museums in the community.
2. Demonstrated experience in effective team management and the capacity to lead and work with a small and creative team.
3. Demonstrated interpersonal skills including the ability to communicate with staff, government agencies, community groups and other organisations.
4. Ability to manage conflicting priorities, work under tight timelines and resolve challenges to meet organisational outcomes.
5. Ability to plan, develop and implement visitor oriented programming such as exhibitions or events.
6. 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.

### Desirable

- 1 Experience in working with youth, people with disabilities, and the ability to interact sensitively with indigenous people and diverse cultural groups.
- 2 Qualifications in museum or arts management, business development, or tourism management.

## KEY RELATIONSHIPS/INTERACTIONS

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1. Visitor Services Officers.
2. Community and tourism visitors.
3. Learning Team.
4. Community networks and program partner groups.

## KEY CHALLENGES

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- 1 Assist in the effective delivery of site key performance indicators within budget and resources allocation.
- 2 Manage priorities for Visitor Services team with consideration for other site and organisational priorities.

## SPECIAL CONDITIONS

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1. Work outside normal business hours and on weekends is required.
2. Some intra-state travel is required.
3. State allowances and conditions applicable – District Allowance
4. Current (within 6 months) National Police clearance certificate.

**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: TSS    DATE: 19.11.2019