

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 runs seven public sites: WA Maritime Museum, WA Shipwrecks Museum, Museum of Geraldton, Museum of the Goldfields, Museum of the Great Southern and Gwoonwardu Mia in Carnarvon. 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**

Supervisor

Position Number

14680

Classification Level

Wages

Award/Agreement

Cultural Centre Award / GSGA

Directorate

Perth Museum

Branch/Team

Operations

Physical Location

Perth Museum

Effective Date

1 July 2020

Employment Type

Permanent, Part Time

REPORTING RELATIONSHIPS

Position reports to

Operations Manager, Level 5

Positions reporting to this position

Visitor Services Officers – 18 FTE +
Casuals

PURPOSE OF THE POSITION

This position plays a strategic, hands on role in the daily operations of the Museum. This role ensures the visitor experience is world class by leading a team of professional Visitor Service Officers with the interactions of patrons and guests and the Museum exhibits and building. A strong customer focus with a teamwork emphasis and can-do- attitude is crucial to making the new Perth Museum a proud West Australia Cultural Institution.

STATEMENT OF DUTIES

Daily Staff Supervision and Site Operations

1. Monitors daily operating procedures for the visitor services department.
2. Ensures that visitor service staff are provided with sufficient supervision, instruction and equipment to enable them to perform their duties safely and effectively.
3. Coordinates staffing including the preparation of rosters, timesheet administration, special functions, exhibitions and events, and absences to meet operational requirements.
4. Assists the site manager with data collection.
5. Coordinates visitor service staff, including performance management, training, and recruitment in consultation with the Site Operations Manager.
6. Coordinates cleaning team staffing including the preparation of rosters and timesheet administration to meet operational requirements
7. Oversees admissions, cash handling, point-of-sale and reconciliation procedures

Public Liaison and Interpretation

8. Coordinates and implements interpretative experiences.
9. Conducts interpretive experiences as required.
10. Ensures that a high standard of service and hospitality is provided for visitors, clients and stakeholders.
11. Responds to verbal visitor enquiries and complaints in accordance with WAM procedure.
12. Liaises with other departments and external service providers as required.

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13. Coordinates procedures for opening, operations during opening hours and closing of the museum.
14. Ensures that staff and visitor security and safety procedures are maintained in museum and associated buildings, including compliance with safe work practices and museum policy.
15. Reports on incidents and accidents involving members of the public and/or staff.
16. Acts as a Chief Warden, Assistant Warden or Warden in emergency situations.

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 that extends the values and brand of the Museum.
2. Demonstrated experience in team supervision.
3. Demonstrated high level of problem solving, organisational & time management skills, using a range of computer applications.
4. Highly developed written and verbal communication skills, including conflict resolution.
5. Demonstrated leadership skills in a team environment.

Desirable

1. Experience in point-of-sale and demonstrated understanding of the importance of following cash-handling procedures.
2. Qualifications or experience in a tourism or cultural heritage Environment.

KEY RELATIONSHIPS/INTERACTIONS

Members of the public (museum visitors), staff within the team and staff in other teams, contractors and other external stakeholders.

KEY CHALLENGES

Supervising the Visitor Services Team, managing moving priorities that arise from daily operations, Ability to alter interpretive experiences to respond to visitor needs.

SPECIAL CONDITIONS

working outside normal business hours; a current (within 6 months) National Police Clearance Certificate; a current Working with Children Check; may be required to work weekend shifts.

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.

