



Department of Local Government,  
Sport and Cultural Industries

## **JOB DESCRIPTION FORM**

### **ABOUT THE WESTERN AUSTRALIAN MUSEUM**

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The Western Australian Museum aims to inspire people to explore and share their identity, environment, culture and sense of place, and to contribute to the diversity and creativity of our world.

The Museum preserves, documents and shares collections relating to the State's natural and cultural heritage. It collaborates with people across Western Australia to share the stories and voices of diverse communities. It works alongside national and international organisations, contributing to global research, promoting life-long learning, and developing and hosting world-class exhibitions.

Established in 1891, it has evolved over the past 130 years to become a vibrant centre of inspiration, learning and enjoyment for all Western Australians, as well as the primary home of the State's natural science and cultural heritage collections.

Today, the Western Australian Museum has seven public locations and provides inclusive spaces where people can explore what it means to be Western Australian. It also has a Collections and Research Centre that houses more than eight million objects which are safeguarded for the benefit of future generations.

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.

### **MISSION**

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

### **VISION**

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

### **VALUES**

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- Accountable
- Inspirational, Inclusive and Accessible
- Enterprising and Excellent
- Sustainable



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### **DETAILS**

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**Position Title**

Coordinator Volunteers

**Position Number**

14728

**Classification Level**

Level 2

**Award/Agreement**

Public Service Award 1992 / PSGO CSA GA

**Directorate**

Engagement

**Branch/Team**

Operations

**Physical Location**

WA Museum Perth Site

**Effective Date**

1 September 2020

### **REPORTING RELATIONSHIPS**

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**Position reports to**

Manager Operations, Perth

**Positions reporting to this position**

- Volunteers

### **PURPOSE OF THE POSITION**

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Supervision of volunteers at the WA Museum Perth site including overseeing volunteers, conducting tours and visitor engagement activities with members of the public. Conducts the induction, rostering and training of volunteers.

### **STATEMENT OF DUTIES**

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1. Undertakes day-to-day supervision of all volunteers at the WA Museum Perth site, reports to the Manager Operations as required and liaises closely with the Manager Learning and Engagement.
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 the appropriate Museum standard and that the volunteers are positively contributing to the visitor experience in line with Museum values and brand.
8. Be available to independently solve operational issues as they arise.

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



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### **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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#### **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. 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.
2. Passion for Museums or other cultural institutions.
3. Language other than English.

### **KEY RELATIONSHIPS/INTERACTIONS**

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Volunteers; Manager Operations, Perth; Learning and Engagement Manager; Learning and Engagement staff; Visitor Services Officers; Manager Perth site, and Human Resources Consultant (Volunteering).

### **KEY CHALLENGES**

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Supervising and coordinating a large cohort of volunteers.



## **SPECIAL CONDITIONS**

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Working outside normal business hours and may be required to work weekend shifts.

### **Appointment is subject to:**

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1. Eligibility to Work in Australia.
2. A current (within 6 months) National Police Clearance Certificate.
3. A current Working with Children Check.

### **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.

