



ABOUT THE WESTERN AUSTRALIAN MUSEUM

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

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

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
- We recognise Aboriginal and Torres Strait Islander people as the first peoples of Australia.



DETAILS

Position Title

Assistant Supervisor

Position Number

11364

Classification Level

Assistant Supervisor

Award/Agreement

Government Services (Misc) General Agreement

Directorate

Fremantle Museums

Branch/Team

Fremantle Operations

Physical Location

Fremantle

REPORTING RELATIONSHIPS

Position reports to

Operations Manager, L5

Positions reporting to this position

- Visitor Services Officer Grade 1
- Visitor Services Officer Grade 2

PURPOSE OF THE POSITION

Assists with the coordination of daily visitor services operations including, high presentation standards of exhibition areas, tour guiding, some public programs, admissions, customer service and public liaison, ensures safety and security to the public and museum collection. Assists with the coordination of rosters, timesheets, performance management, and administration and training requirements for the visitor service department.

STATEMENT OF DUTIES

1. Daily Staff Supervision and Site Operations

1.1 Undertakes day to day supervision of Visitor Services staff and reports to the Visitor Services Supervisor as required.

1.2 Ensures that visitor service staff are provided with sufficient supervision, instruction, and equipment to enable them to perform their duties safely and effectively.



1.3 Assists the Visitor Services Supervisor with staff coordination and administration including the preparation of rosters, timesheet administration, special functions, exhibitions and events, and absences to meet operational requirements.

1.4 Assists the Visitor Services Supervisor with the management of daily operations of the Visitor Services team, including the supervision of special functions, exhibitions and events as required.

1.5 Assists with supervising the cleaning team to meet operational requirements.

2. Public Liaison and Interpretation

2.1 Assists in the coordination and implementation of interpretative experiences.

2.2 Conducts interpretive experiences as required.

2.3 Ensures that a high standard of service and hospitality is provided for visitors, clients, and stakeholders.

2.4 Responds to verbal visitor enquiries and complaints in accordance with WAM procedure.

2.5 Liaises with other departments and external service providers as required.

3. Liaises with other departments and external service providers as required

3.1 Supervises procedures for opening, operations during opening hours and closing of the museum.

3.2 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.

3.3 Assists in gathering information on incidents and accidents involving members of the public and/or staff.

3.4 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 friendly and professional manner.
2. Experience in a supervisory role.
3. Problem solving, organisational and time management skills, using a range of computer applications.
4. Well-developed written and verbal communication skills, including conflict resolution.

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

1. Members of the public (museum visitors)
2. Staff within the team and staff in other teams
3. Contractors and other external stakeholder



KEY CHALLENGES

1. Assisting with the Supervision of the Visitor Services Team across two Fremantle sites.
2. Managing moving priorities that arise from daily operations.
3. Ability to alter interpretive experiences to respond to visitor needs.

SPECIAL CONDITIONS

1. A current (within 6 months) National Police Clearance Certificate
2. Working outside normal business hours.

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.