



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



**WESTERN  
AUSTRALIAN  
MUSEUM**

Department of Local Government,  
Sport and Cultural Industries

## **JOB DESCRIPTION FORM**

### **DETAILS**

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**Position Title**

Operations Manager

**Position Number**

13161

**Classification Level**

Level 5

**Award/Agreement**

Public Service Award 1992 / PSGO CSA GA

**Directorate**

Regional Development

**Branch/Team**

Museum of the Great Southern

**Physical Location**

Albany

### **REPORTING RELATIONSHIPS**

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**Position reports to**

Regional Manager, Level 6

**Positions reporting to this position**

- Visitor Services Officers

### **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 DLGSC Asset Management Team.
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.

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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### **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.

## **APPOINTMENT IS SUBJECT TO**

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1. Eligibility to Work in Australia.

## **TRAINING**

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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.



Department of Local Government,  
Sport and Cultural Industries

**JOB DESCRIPTION FORM**