



**WESTERN
AUSTRALIAN
MUSEUM**

Department of Local Government,
Sport and Cultural Industries

JOB DESCRIPTION FORM

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.



**WESTERN
AUSTRALIAN
MUSEUM**

Department of Local Government,
Sport and Cultural Industries

JOB DESCRIPTION FORM

DETAILS

Position Title

Visitor Services Officer (VSO), Grade 2

Position Number

Generic

Classification Level

Visitor Services Officer Grade 2 (Level 6)

Award/Agreement

Government Services (Miscellaneous)
General Agreement 2021

Directorate

Various

Branch/Team

Various

Physical Location

All locations

REPORTING RELATIONSHIPS

Position reports to

TBC for each site

Positions reporting to this position

Nil

PURPOSE OF THE POSITION

The VSO's role is to:

- Provide a welcoming environment and high-quality experience for Museum visitors.
- Ensure the safety of visitors and staff within the Museum.
- Ensure the security of the Museum collection.

STATEMENT OF DUTIES

Provide visitors with a welcoming environment and a high-quality experience.

1. Provide excellent customer service for visitors, responding to their needs in a professional, courteous and friendly manner.
2. Provide advanced and specialised tours, interpretive programs, and assist with the delivery of education programs that contribute to visitors' understanding and enjoyment of the Museum.
3. Present information to visitors in an engaging and educational manner, ensuring accuracy and respect for the cultural and historical significance of exhibits.

4. Gather visitor feedback, both positive and negative, to assist in improving visitors' experiences.
5. Acquire and continually build knowledge about the Museum's exhibitions, displays, objects, buildings, commercial operations and public programs.
6. Maintain a high standard of personal presentation and ensure the Museum precinct is well maintained. This includes but is not limited to cleaning and reporting maintenance issues.
7. Accurate processing of sales associated with visitor services.
8. Attend to shop and customers, and maintain an attractive retail environment.
9. Attend to any problems with gallery multimedia, try to identify the problem to either resolve (through resetting or rebooting the system) or report for appropriate attention.
10. Assist visitors to use the Museum's Digital Platform.

Support public events and functions.

11. Assist with the setup of special events, functions and activities.
12. Provide function and event tours, that may be presented in theme with the function or event.

Provide a high standard of security and safety for visitors and the Museum precinct.

13. Maintain the security of the Museum precinct, artefacts, objects and displays by patrolling (i.e. walking and standing) the Museum and monitoring security systems.
14. Protect the safety of both visitors and staff in the Museum precinct.
15. Provide timely recording and reporting of incidents and accidents.
16. Provide leadership in emergency situations and if the Museum needs to be evacuated.
17. Administer First Aid if required.

Continually improve and develop, individually and within a team.

18. Maintain and improve skills and knowledge through professional and performance development.
19. Ensure a flexible and accommodating way of working that considers the overall needs of the work team and the Museum.

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

COMPLIANCE AND LEGISLATIVE KNOWLEDGE

All VSO's will undertake the above duties in accordance with:

- The DLGSC Code of Conduct;
- Applicable DLGSC policies and procedures, WA Museum policies and procedures, and relevant appropriate legislation; and
- Occupational Safety and Health, Equal Opportunity and other legislative requirements.

WORK RELATED REQUIREMENTS

Essential

Visitor Services Officer (VSO) applicants must demonstrate their experience and ability in the following:

1. Commitment to quality customer service

VSO's are 'the face' of the Museum. They deliver high-quality services to visitors or other staff and are expected to be friendly, polite and professional at all times. A VSO deals tactfully with people in sensitive situations so that customers feel respected and, if possible, satisfaction is maintained. A VSO determines the need to speak with visitors and/or, where appropriate, respects the visitor's need to enjoy their visit unassisted.

2. Commitment and ability to work well alone or within a team.

A VSO is able to work effectively in a team environment and on their own to ensure that the Museum's priorities are met on any given day, in a safe and timely manner.

3. Ability to learn, retain and implement procedures and information.

A VSO is required to learn and retain operational procedures and to implement them efficiently and effectively. This includes the handling of emergency situations. A VSO continuously improves their knowledge of and ability to share the Museum's changing programs, collection and visiting exhibitions.

4. Ability to maintain close observation of the environment in busy and quiet periods.

A VSO is able to assess various types of situations, including emergencies, and to respond to these appropriately, sometimes under pressure. A VSO must be discreet and vigilant in protecting the security and safety of Museum visitors, staff and the collection.

5. Ability to carry out regular physical duties.

A VSO regularly patrols (i.e. walks and stands) the Museum for long periods of time and performs lock-up duties which may involve the operation of heavy doors. A VSO also

regularly undertakes cleaning duties such as cleaning display cases, brass fixtures, vacuuming and mopping floors, as well as occasional moving of equipment, including furniture or heavy items for events.

6. Strong computer and multimedia skills.

A VSO frequently uses software such as MS Office (Word, Excel) and email / internet technology. A VSO is also required to learn and operate current technology, such as multimedia used in the galleries, computerised sales and ticketing systems, as well as EFTPOS.

7. Well-developed presentation and communication skills, delivering information in an engaging and educational way to diverse audiences.

A VSO maintains a positive approach to the many different people who visit and work in the Museum. They are vital in creating the Museum's welcoming and inclusive environment. A VSO is comfortable speaking publicly to a group of people, uses initiative and conducts tours and assists visitors to understand and enjoy exhibition content.

It is desirable that Visitor Services Officer (VSO) applicants demonstrate their experience and ability in the following:

- 1. Fluency in a language other than English and/or Cultural sensitivity.**
- 2. Background and / or interest in Museum's and Cultural institutions.**
- 3. Current First Aid Certificate.**

KEY RELATIONSHIPS/INTERACTIONS

Museum visitors and the general public.

Supervisor Visitor Services.

Operations Team – WA Museum.

KEY CHALLENGES

1. Meeting tight timelines for publicly announced deadlines.
2. Work as part of a tight knit team.
3. Museum quality outcomes required

SPECIAL CONDITIONS

Requirement to work a roster including weekends and evening shifts (applicable penalties apply).

APPOINTMENT IS SUBJECT TO

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.

Inherent Physical Requirements:

The Western Australian Museum has a duty of care to all staff. If a staff member is unable to perform the physical requirements of the role, the Western Australian Museum will take reasonable steps to assist the staff member, or to modify the duties, so that the staff member can continue to perform the role without further detriment to their health or safety.

	<i>Physical Requirement</i>	<i>Frequency</i>
Posture	Standing. Walking. Sitting at a desk or workstation.	Frequent Frequent Occasional-Frequent
Upper Limb/Body	Cleaning duties involving stretching, bending, repetitive movements (e.g. to wrist). Computer Operation. Handwriting. Lifting and carrying equipment. Operating heavy gates and doors.	Frequent Occasional Occasional-Frequent Occasional Occasional
Trunk	Twisting in a seated position to access drawers at a desk. Bending below the knee.	Occasional Occasional
Other	Climbing of stairs. Simultaneous talking on the telephone and writing down of notes. Working in confined spaces.	Frequent Occasional-Frequent Occasional
Work Environment	Indoor partly air-conditioned galleries with carpeted, wooden, tiled or concrete floors. Outdoor environment partly uncovered.	Frequent Occasional