



ABOUT THE WESTERN AUSTRALIAN MUSEUM

The WA Museum’s mission is to inspire curiosity to explore the past, question the present and shape the future.

Our work is diverse and collaborative; it is local, national and global. We aspire to be valued, used and admired organisation by all Western Australians and the world.

WA Museum manages eight locations throughout Western Australia, including the award winning Boola Bardip in Perth Cultural Centre. We have a team of dedicated curators undertaking a wide range of research and caring for more than eight million objects for the benefit of future generations.

The Museum is a Statutory Authority within the Department of Local Government, Sport and Cultural Industries (DLGSC).

OUR MISSION

Inspiring curiosity to explore the past, question the present and shape the future.

OUR VISION

An informed and engaged community working together for a better future.

OUR VALUES

Respectful

Inclusive

Accountable

Enterprising

Recognition of Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia.

ORGANISATIONAL PILLARS

1

Sustainability

2

At the Heart of the Community

3

Aboriginal and Torres Strait Islander Peoples

4

State-wide



DETAILS

Position Title

Volunteer Coordinator

Position Number

14726

Classification Level

Level 2 (L2)

Award/Agreement

Public Service Award 1992 / PSGO CSA GA

Directorate

Engagement

Branch/Team

WA Museum Boola Bardip / Operations

Physical Location/s

WA Museum Boola Bardip, Perth

REPORTING RELATIONSHIPS

Position reports to

Manager WA Museum Boola Bardip, L7

Positions reporting to this position

- Volunteers

PURPOSE OF THE POSITION

Supervision of volunteers onsite at the WA Museum Boola Bardip including overseeing volunteers, conducting tours and programming visitor engagement activities with members of the public. Conducts the recruitment, induction, rostering and training of volunteers.

STATEMENT OF DUTIES

1. Undertakes day-to-day supervision of all volunteers onsite at the WA Museum Boola Bardip and reports to the site Manager and liaises closely with the Boola Bardip Learning and Engagement Manager and the VSO Supervisors.
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.

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. 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.
3. Language other than English Special conditions

APPOINTMENT IS SUBJECT TO

- Eligibility to Work in Australia.
- A current (within six months) National Police Clearance Certificate.