



## 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 a 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 the 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

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**Position Title**

Engagement Assistant

**Position Number**

14540

**Classification Level**

Level 2 (L2)

**Award/Agreement**

Public Service Award 1992 / PSGO CSA GA

**Directorate**

Regions

**Branch/Team**

Regions / Gwoonwardu Mia Cultural Centre

**Physical Location/s**

Gwoonwardu Mia Cultural Centre, Carnarvon

## REPORTING RELATIONSHIPS

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**Position reports to**

Operations Manager Engagement and Events, L5

**Positions reporting to this position**

- Nil

## PURPOSE OF THE POSITION

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The Engagement Assistant's primary purpose is to enhance Gwoonwardu Mia's public profile through the delivery of high-quality customer service and positive interaction with the public.

This position is responsible for presenting/facilitating a range of educational and interpretive experiences to diverse audiences, including school groups, and general public, and special interest groups.

This role also provides a retail and merchandise service to visitors as well as supporting the Artist in Residence program.

## STATEMENT OF DUTIES

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- Present/facilitate a range of engaging, fun, educational and interactive experiences for diverse audiences, both onsite and offsite where required.
  - Work as a member of the Gwoonwardu Mia team to ensure effective delivery of existing programs, including after hours and weekends.
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- Assist with the development and implementation of programs where required.
- Ensure the comfort, safety and enjoyment of participants including the use of problem solving and initiative where required.
- Maintain knowledge of current Cultural Centre initiatives and direction.
- Perform shop retail duties in the Gallery Shop, including using the electronic retail operating systems.
- Promote the locally made and sourced merchandise in the Gallery Shop.
- Support the Artists in Residence program.
- Contribute to the ongoing upkeep and presentation of the Gwoonwardu Mia site and facilities.
- Other duties as required with respect to the scope of the position.

## **WORK RELATED REQUIREMENTS**

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### **Essential**

1. Aboriginality (under Section 50D of the Equal Opportunity Act) is considered essential.
2. Evidence of good interpersonal, oral communication, and team participation skills, with experience in liaising with the public and community and providing customer service in a retail environment.
3. Ability to use and adapt a range of presentation skills to communicate and engage with diverse audiences - for example, tourists, the general public, special needs groups, and school groups, etc.
4. A good ability to manage and engage a range of audiences including large groups.
5. Ability to work individually and in a team environment to achieve a diverse range of tasks, including problem solving.

### **Desirable**

1. Previous experience interacting with the public.
2. Experience in a retail environment.



Department of Local Government,  
Sport and Cultural Industries

## **JOB DESCRIPTION FORM**

### **SPECIAL CONDITIONS**

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- Work outside of normal business hours and on weekends will be required from time to time.
- District Allowance.
- A current (within 6 months) National Police Clearance Certificate is required.
- A Working with Children Check (WWCC) will be required.

### **APPOINTMENT IS SUBJECT TO**

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- Eligibility to Work in Australia.