

# 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).

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| **DETAILS** |  |
| **Position Title** | **Position Number** |
| Coordinator Volunteers | Various |
| **Classification Level** | **Award/Agreement** |
| Level 2 (L2) | Public Service Award 1992 / PSGO CSA GA |
| **Directorate** | **Branch/Team** |
| Engagement | Engagement |
| **Physical Location** |  |
| Fremantle / Perth |  |

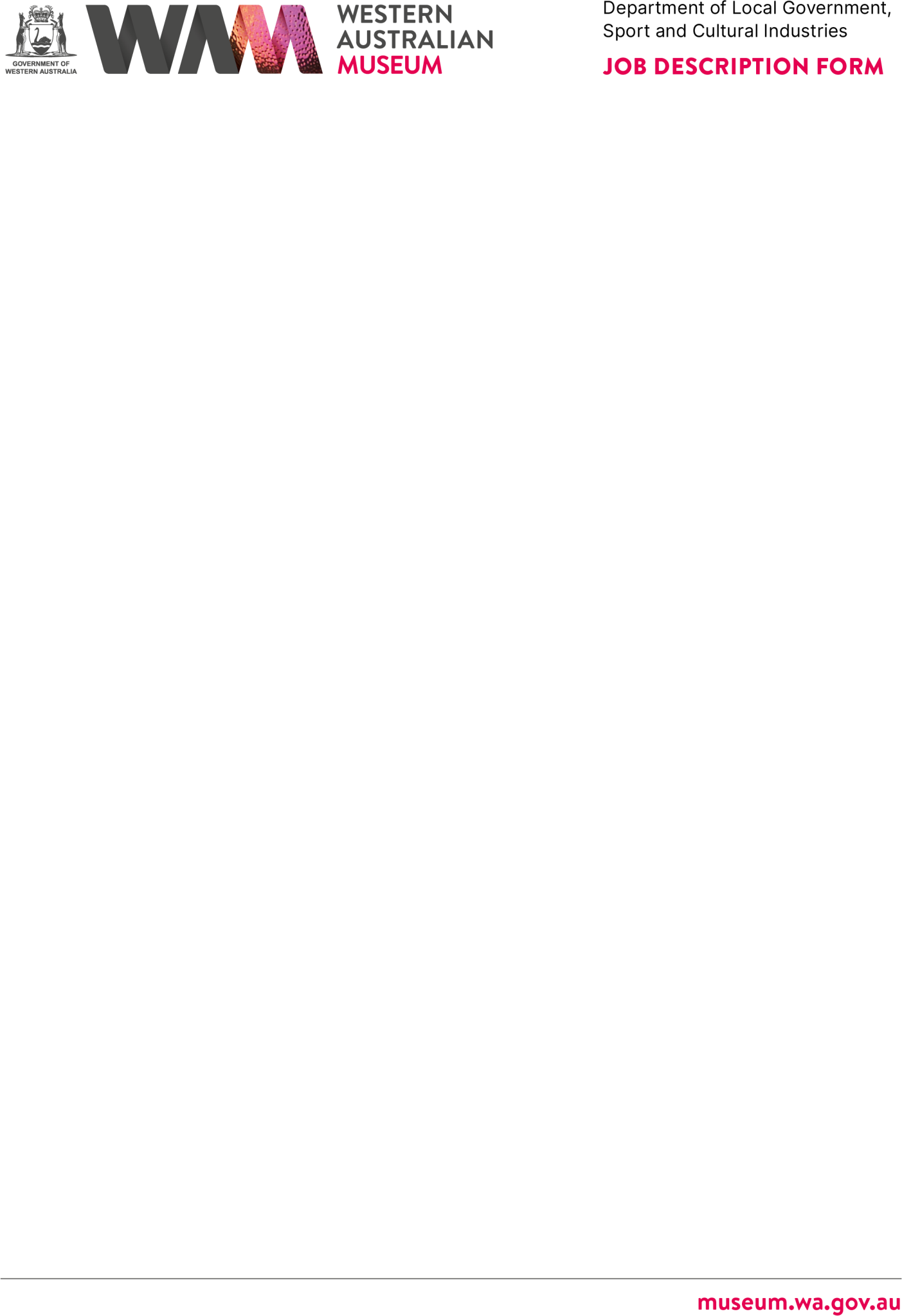
# REPORTING RELATIONSHIPS

## Position reports to

Manager WA Museums, L6

## Positions reporting to this position

* Volunteers



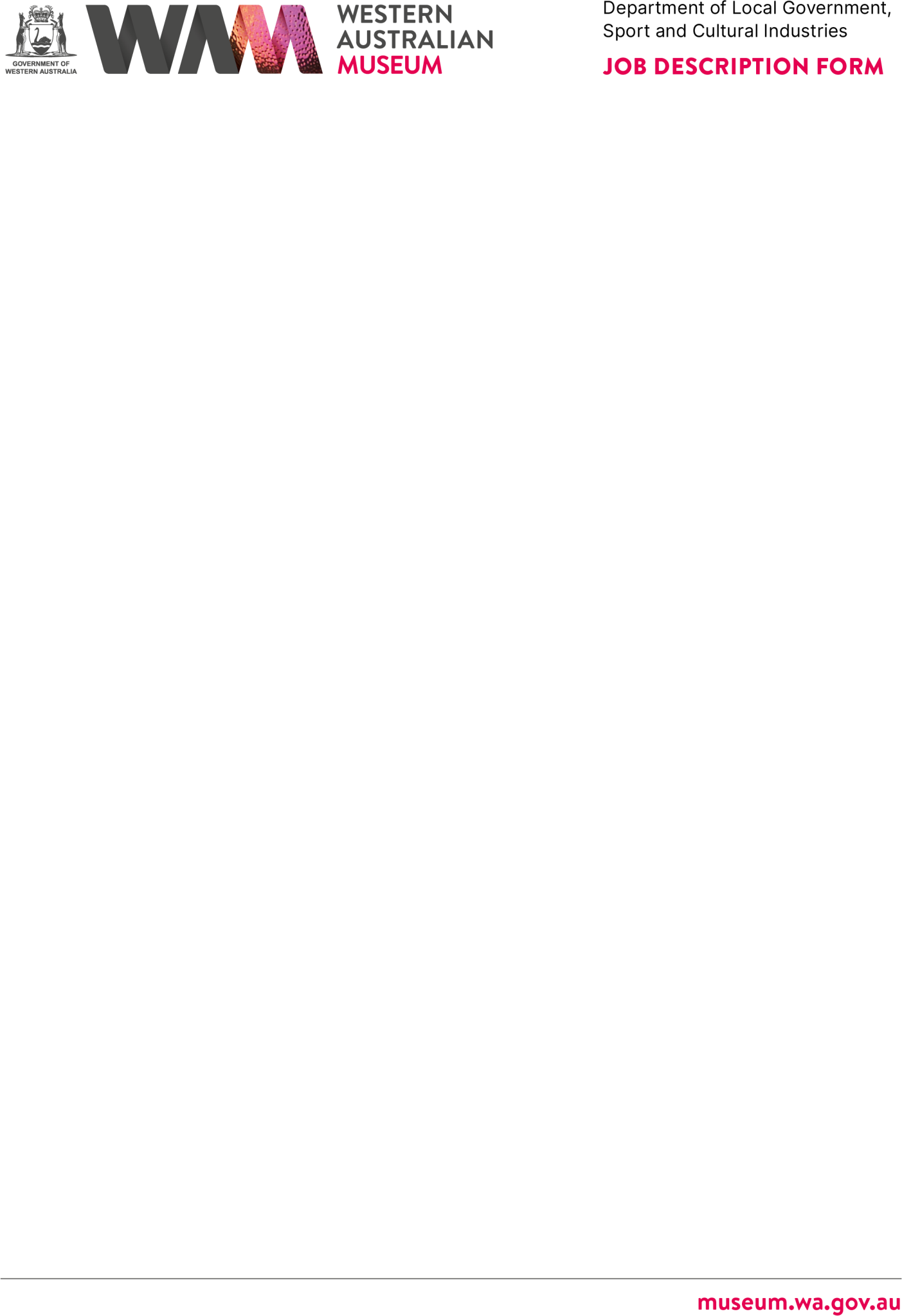
# PURPOSE OF THE POSITION

Supervision of volunteers including overseeing volunteers conducting tours of HMAS Ovens Submarine (Fremantle) and visitor engagement activities with members of the public. Conducts the induction, rostering and training of volunteers.

# STATEMENT OF DUTIES

Daily Volunteer Supervision and Site Operations:

* Undertakes day-to-day supervision of all volunteers onsite and reports to the Site Manager as required.
* Independently coordinates the day-to-day duties and operations of the volunteers.
* Assists in the coordination and implementation of volunteer run interpretative experiences.
* Conducts interpretive experiences as required.
* Ensures safety and wellbeing of the volunteers is maintained to Museum standards as per procedures.



* Recruits and rosters new volunteers.
* Trains and inducts new volunteers and ensures the consistency of volunteer activities are maintained to appropriate Museum standard.
* 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.
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.

# SPECIAL CONDITIONS

* + May be required to work weekend shifts.

# APPOINTMENT IS SUBJECT TO

* + Eligibility to Work in Australia.
  + A current Working with Children Clearance Card (WWCC).
  + A current First Aid Qualification.