

## JOB DESCRIPTION FORM

|   |                              |                                   |
|---|------------------------------|-----------------------------------|
| <b>JOB TITLE:</b><br>Visitor Experience Team Leader | <b>POSITION NUMBER</b> 16421 | <b>CLASSIFICATION:</b><br>Level 4 |
|---|------------------------------|-----------------------------------|

|  |  |
|--|--|
| <b>AWARD</b><br>Public Service Award 1992 / PSGO CSA GA 2024 | <b>EMPLOYMENT TYPE</b><br>Permanent, Full time |
|--|--|

|                                  |  |
|----------------------------------|--|
| <b>DIRECTORATE</b><br>Operations | <b>TEAM</b><br>Visitor Experience Team |
|----------------------------------|--|

|  |  |
|--|--|
| <b>POSITION REPORTS TO</b><br>Pos No 12126 - Director Corporate Services | <b>POSITIONS REPORTING TO THIS POSITION</b><br>16422,16423,16424,16425,16426,16427 Gallery Visitor Experience Officers<br>13209 Front Desk Coordinator<br>16052 Volunteer and Outreach Coordinator |
|--|--|

|  |
|--|
| <p><b>PURPOSE OF POSITION</b></p> <p>The role of the Visitor Experience Team Leader is to lead a team of Visitor Experience Officers and other associated Visitor Services Teams to enhance the Gallery's public profile through positive interaction and information delivery with the public, while also ensuring the protection of Gallery property, including art works. The position undertakes a range of compliance requirements and is the key liaison with external security providers and security management in the Perth Cultural Centre public realm.</p> |
|--|

|  |
|--|
| <p><b>CONTEXT</b></p> <p>The Art Gallery of Western Australia develops and maintains the best public art collection in the State and the world's pre-eminent collection of Western Australian art. Our purpose is to preserve, interpret, display and acquire historic and contemporary visual arts. Through our collections, programs and events, we offer visitors exciting encounters with Western Australia art, Australian Indigenous art and the art of the world. The Art Gallery of Western Australia has an established national and international reputation and brings major world exhibitions to Western Australia and takes Western Australian initiated exhibitions to the world.</p> <p>The Art Gallery of WA is a Statutory Authority within the Department of Local Government, Sport and Cultural Industries. 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.</p> |
|--|

## JOB DESCRIPTION FORM

|  |                              |  |
|--|------------------------------|--|
| <b>JOB TITLE:</b><br><b>Visitor Experience Team Leader</b> | <b>POSITION NUMBER 16421</b> | <b>CLASSIFICATION:</b><br><b>Level 4</b> |
|--|------------------------------|--|

|   |   |
|---|---|
| <p><b>STATEMENT OF DUTIES</b></p> <ol style="list-style-type: none"> <li>1. Administers relevant documentation and supervises Team Members in Visitor Experience and all Visitor Services, including Front Desk and Volunteer and Outreach areas.</li> <li>2. Develops and manages the security budget.</li> <li>3. Ensures the processing of staff ID's and security induction including assisting the Facilities Co-ordinator with onsite staff inductions.</li> <li>4. Prepares rosters for the coverage of the Galleries' operating exhibitions.</li> <li>5. Interacts with key Executive staff on matters pertaining to role.</li> <li>6. Liaises with contract security staff and CCTV related functions with Perth Cultural Centre management and security provider/s.</li> <li>7. Manages the Visitor Experience Officers to ensure seamless service and the safety of Gallery visitors, staff, property and exhibits.</li> <li>8. Operates as the Gallery's Chief Fire Warden and Chief First Aid Responder.</li> <li>9. Oversees the Gallery's security requirements, including liaising with Gallery Teams for specific projects and cost effective rostering.</li> <li>10. Provides relevant reports and timely feedback to all parties on visitor and security related issues.</li> <li>11. Promotes relevant Gallery policies, including AGWA's Code of Conduct, Work Health and Safety, EEO and anti-discrimination and Sexual Harassment policy and procedures.</li> <li>12. Other duties as required with respect to the skills, knowledge and abilities of the employee.</li> </ol> | <p><b>COMPLIANCE AND LEGISLATIVE KNOWLEDGE</b></p> <p>Comply with Department's Code of Conduct, policies and procedures and relevant appropriate legislation.</p> <p>Meet Work Health and Safety, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.</p> <p>Maintain current knowledge of all developments and changes in legislative requirements that apply to the state government sector.</p> <p><b>SPECIAL CONDITIONS</b></p> <p>Current Criminal History Record Check: An acceptable National Police Certificate (police clearance), or equivalent, is an essential pre-employment requirement and must be obtained prior to commencement.</p> <p>Please note that a criminal record does not necessarily disqualify you for appointment. You will be given the opportunity to discuss the matter fully before a final decision is made.</p> <p>100 Point identification check</p> <p>'Australian Permanent Residency' status is a minimum requirement for permanent appointment to the WA Public Sector. However, for appointment on a fixed term contract or casual basis, applicants only require a valid Work Visa for the duration of the entire advertised term.</p> <p>Current Provide First Aid Certificate HLTAID011</p> <p>Complete induction procedure within one month from start date with AGWA. Complete Accountable and Ethical Decision making within one month of commencement.</p> |
|---|---|

## JOB DESCRIPTION FORM

|  |                              |  |
|--|------------------------------|--|
| <b>JOB TITLE:</b><br><b>Visitor Experience Team Leader</b> | <b>POSITION NUMBER 16421</b> | <b>CLASSIFICATION:</b><br><b>Level 4</b> |
|--|------------------------------|--|

|  |  |
|--|--|
| <p><b>WORK RELATED CRITERIA (SELECTION CRITERIA)</b></p> <p><b>Essential</b></p> <ol style="list-style-type: none"> <li>1. Ability to develop and maintain good working relationships with internal and external stakeholders.</li> <li>2. Ability to follow directions and provide a high level of customer and client service and Gallery safety.</li> <li>3. Demonstrated ability to solve problems with the ability to supervise of team that interacts with the Public</li> <li>4. Experience in managing people and scheduling work rosters on a continuous basis.</li> <li>5. Financial management, planning and budgeting skills.</li> <li>6. Demonstrated experience in managing security and emergency procedures to ensure public and Gallery safety.</li> <li>7. Proven skills in leading teams and the ability to demonstrate behaviours that reflect and align with a Code of Conduct and Public Sector Code of Ethics.</li> </ol> <p><b>Desirable</b></p> <ol style="list-style-type: none"> <li>1. Certificate IV in Front Line Management / Security Operations Management or the equivalent in a related field, or the willingness to obtain.</li> </ol> | <p><b>KEY RELATIONSHIPS / INTERACTIONS</b></p> <ol style="list-style-type: none"> <li>1. Corporate Services Director</li> <li>2. Key Art Gallery employees</li> <li>3. Key DLGSC stakeholders</li> <li>4. Members of the Public</li> <li>5. External – contractors, key Perth Cultural Centre personnel.</li> </ol> <p><b>LOCATION Perth Cultural Centre</b></p> <p><b>Other Conditions</b></p> <p>The Gallery is open 6 days per week and as such you will be required to do weekend and sometimes evening work.</p> <p>You will need to commence work at the opening time or for the beginning of your rostered shift.</p> |
|--|--|

## JOB DESCRIPTION FORM

|   |                              |                                   |
|---|------------------------------|-----------------------------------|
| <b>JOB TITLE:</b><br>Visitor Experience Team Leader | <b>POSITION NUMBER</b> 16421 | <b>CLASSIFICATION:</b><br>Level 4 |
|---|------------------------------|-----------------------------------|

*Manager Signature:* ..... *Date:* ...../...../..... *Employee Signature:* ..... *Date:* ...../...../.....