## 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 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 Creative Industries, Tourism, and Sport (CITS).

## 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

|  |  |  |  |
| --- | --- | --- | --- |
| Sustainability | At the Heart of the Community | Aboriginal and Torres Strait Islander Peoples | State-wide |

## DETAILS OF THE POSITION

**Position Title**

Operations Manager

**Classification Level**

Level 5

**Directorate**

Engagement

**Physical Location(s)**

Fremantle Museums, Fremantle

**Position Number**

12645

**Award/Agreement**

Public Service Award 1992 / PSGO CSA GA

**Branch/Team**

Engagement / Fremantle Museums

## REPORTING RELATIONSHIPS

**Position reports to**

Manager Fremantle Museums, L6

**Positions reporting to this position**

* Visitor Services Supervisor, Level 10 (ATT/S)
* Cleaning Supervisor, Level 8 (A/SUP)

## PURPOSE OF THE POSITION

Under the limited direction of the Manager Fremantle Museums, this position:

* Provides leadership and direction through applying and monitoring human and physical resources to the site’s daily operations.
* Develops and maintains operational networks and systems through effective liaison with visitors, stakeholders, community, and special interest groups and promotes community support for the organisation’s goals and strategies.
* Supports the site’s visitor-oriented experiences, including all site programs both onsite and events, outreach, marketing and online services.

## STATEMENT OF DUTIES

* Manage the daily Visitor Services operations of the sites through effective leadership, resource management, planning and evaluation.
	+ Manage the site buildings and spaces, including understanding the impact of exhibition and building maintenance scheduling on the site’s daily visitor operations and services in liaison with the Manager Fremantle Museums, CITS Asset Management Team and CIT’s Information and Technology (ICT) team.
	+ Ensure the security of the Fremantle Museum’s collections on site and observe Fremantle Museum’s Conservation standards for collections care.
	+ Contribute to the site’s visitor-oriented experiences, including ensuring the effective delivery of exhibitions, public and education programs, events, outreach, marketing and online services.
	+ Contributes with the development of the Site’s operational plans, projects, and associated budgets.
	+ Other duties as required with respect to the scope of the position.

## WORK RELATED REQUIREMENTS

## Essential

1. Demonstrated experience in working in an operational context for at least 5 years within a museum, gallery, cultural heritage, arts or tourism environment or relevant project, event or and a sound understanding of the role of museums in the community.
2. Demonstrated experience in effective team management and the capacity to lead and work with a small and creative team.
3. Demonstrated interpersonal skills including the ability to communicate with staff, government agencies, community groups and other organisations.
4. Ability to manage conflicting priorities, work under tight timelines and resolve challenges to meet organisational outcomes.
5. Ability to ensure the effective implementation of visitor-oriented programming such as exhibitions or events.
6. Ability to apply the principles of risk management, work health and safety, and equity and diversity principles and practices in the context of this position.

### Desirable

1. Experience in working with youth, people with disabilities, and the ability to interact sensitively with indigenous people and diverse cultural groups.
2. Qualifications in museum or arts management, business development, or tourism management.

## SPECIAL CONDITIONS

* + Work outside of normal business hours and at weekends is required.

## APPOINTMENT IS SUBJECT TO

* Eligibility to Work in Australia
* A current (within six (6) months) National Police Clearance Certificate