

POSITION DESCRIPTION



<p>JOB TITLE: Casual Museum Officer</p> <p>CLASS: GSE - 3</p> <p>POSITION NUMBER: M02067</p>	<p>AGENCY: History Trust of SA</p> <p>DIVISION: Migration Museum</p>
<p>REPORTS TO</p> <ul style="list-style-type: none"> • Operations Manager, Migration Museum 	<p>POSITIONS REPORTING TO THIS POSITION</p> <ul style="list-style-type: none"> • Nil
<p>PRIMARY PURPOSE OF POSITION Museum Officers are accountable to the Operations Manager for the delivery of services to Migration Museum visitors and stakeholders.</p>	
<p>KEY ACCOUNTABILITIES</p> <p>Under the supervision of the Operations Manager, Casual Museum Officers:</p> <ul style="list-style-type: none"> • Deliver a high level of customer service: <ul style="list-style-type: none"> - Museum officers are the public face of the Museum and are expected to be professional in all interactions. - Provide information and assistance regarding the Museum's displays and other programs, location of services and sources of information to Museum visitors - Assist with the day-to-day operation of the Museum's front desk and shop - Assist with special events, including school holidays, family activities, Forum events and others • Provide a range of programs and services for a culturally diverse client/user base: <ul style="list-style-type: none"> - Guide the general public through the museum, including temporary exhibitions - Deliver and participate in the development of a range of public programs, including group tours, family programs and life-long learning activities - Deliver and participate in the development of guided programs for students from Pre-School, Reception to Year 12, TAFE, tertiary education and adult education courses 	

KEY RELATIONSHIPS / INTERACTIONS

- Reports to the Director, through the Operations Manager
- Liaises with the Education Manager
- Liaises with the Administrative Officer

KEY CHALLENGES

- Maintain a welcoming and professional attitude at all times
- Deliver guided programs to a wide range of visitors;
- Ensure the Museum is well presented and maintained
- Provide advice to teachers on Museum programs
- Research and maintain relevant information sources relating to exhibition themes and education programs

POSITION DIMENSIONS

Staff: Nil
 Budget: Nil

QUALIFICATIONS

- Essential - Nil
- Desirable – Qualification in History and/or Education and/or Humanities

SPECIAL CONDITIONS

- Located at the Migration Museum but may be reassigned to other areas of the History Trust of SA to perform work of a similar nature appropriate to the classification in either a temporary or permanent basis
- Some out of hours work may be required
- First Aid Certificate Desirable

CORPORATE RESPONSIBILITIES

Responsible for:

- Keeping accurate and complete records of business activities in accordance with the State Records Act 1998.
- Maintaining a commitment to EEO, Diversity, Ethical Conduct and the legislative requirements of the WHS Act.
- Complying with the policies and procedures of the History Trust of SA.

ESSENTIAL KNOWLEDGE / SKILLS / EXPERIENCE

- Excellent listening and verbal communication and interpersonal skills
- Ability to participate effectively as a member of a team
- Demonstrated use of initiative and flexibility to manage challenging situations
- Ability to use information and communication technology effectively
- Experience of working in a culturally diverse environment

DESIRABLE KNOWLEDGE / SKILLS / EXPERIENCE

- Museum guiding or teaching experience
- Strong interest in history and world affairs
- Ability to speak one or more languages other than English;
- Presentation skills

Approved by CEO: Date: Occupant: Date: