**APPLICATION PACK**

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| **Reference No:** | Temporary Register – Visitor Services Officer (VSO) |
| **Title:** | Visitor Services Officer (VSO) |
| **Classification:** | APS Level 3 |
| **Employment Status:** | Non-ongoing, Temporary / Intermittent |
| **Salary:** | $54,777 (pro-rata) = $28.00 p/h + 25% loading |
| **Section:** | Content, Learning and Visitor Experience |
| **Team:** | Volunteer and Visitor Experience |
| **Security Level:** | Baseline |
| **Contact Officer:** | Brian Leadbeatter on 02 6270 8146 |

Museum of Australian Democracy at Old Parliament House

Housed in one of Australia’s most prominent national heritage listed buildings, the Museum of Australian Democracy at Old Parliament House was the first museum in Australia dedicated to telling the story of the journey of our democracy. It seeks to provide a range of innovative exhibitions, tours, interpretation, education programs and public activities that will inspire and challenge visitors to explore democracy from its ancient roots to the present day and possible futures

Position Description

As the first point of contact to all visitors, both in person and on the phone, you will be required to provide information on exhibitions, tours and events, provide cloaking services and be responsible for the collection and receipting of public monies.

The role will require you to circulate regularly through the public areas of the museum and to deliver tours and presentations that involve walking and standing for long periods. There will also be opportunities to be involved in the development of new tours and activities.

As a member of a team that includes volunteers you will be required to manage relationships and work purposefully and effectively with others. You will require IT and administrative skills to support the team to achieve its goals.

As a Visitor Services Officer you will be required to wear a uniform, which will be provided.

Duties

Under the supervision of the Volunteer and Visitor Experience Coordinator (APS6):

1. Provide high quality service to museum visitors in a fast paced environment with competing priorities. This includes the collection of the required entry fee, cloaking and providing information to promote current programs, exhibitions and events, and handling telephone calls.
2. Work cooperatively as a part of a team comprising staff and volunteers to achieve team goals and the museum’s objectives.
3. Deliver a range of public programs, tours and activities to enhance the visitor experience, and assist with the development of new experiences, including undertaking basic research and analysis.
4. Undertake a range of administrative tasks to support the Visitor Experience team.
5. In association with other museum teams, support compliance with agency security and heritage requirements, and monitor exhibition functionality.

Your application

Your application will be placed on the Temporary Employment Register. This is a register only and not all application submitted will result in an offer of employment. Applications are considered only as vacancies arise.

Application details

Your application must include:

* A completed application cover sheet - (available on the [MoAD website](http://moadoph.gov.au/about/employment))
* Resume outlining your career history, qualifications and including contact details for at least two recent referees.

Diversity and Inclusion

MoAD encourages applications from the diverse Australian community including Aboriginal and Torres Strait Islander people and people with disability, people of all ages and those from culturally and linguistically diverse backgrounds.

We will accommodate all requests for reasonable adjustment for people with disabilities to assist in the application process and if successful, the inherent requirements of the position.

If you have an individual requirement that needs to be accommodated in order to participate in an interview, please indicate this on your application cover sheet or advise the contact officer.

Eligibility

Employment with the Museum of Australian Democracy is subject to the following conditions:-

**Citizenship –** To be eligible for employment with MoAD, applicants must be an Australian Citizen.

**Security Clearance –** The successful applicant will be required to undergo and maintain a security clearance at the baseline level.

**Working with Vulnerable People Registration –** The successful applicant must secure and maintain certification within two months of commencement.

Salary and Conditions

The performance of irregular and intermittent duties attracts a 25% loading on top of the base salary (APS3 Salary $54,777) being an hourly rate of $35.00 including the loading.

The loading is in place of public holidays and all paid leave entitlements, other than long service leave.

You will accrue long service leave in accordance with the *Long Service Leave (Commonwealth Employees) Act 1976*. Loading is calculated in accordance with the base annual salary rate.

Employment Agreement

All terms and conditions for employment at MoAD can be found in our [Enterprise Agreement](http://static.moadoph.gov.au/ophgovau/media/docs/jobs/EA-2011-14.docx)

Submission

Please submit applications electronically to [recruitment@moadoph.gov.au](mailto:recruitment@moadoph.gov.au) or post to:

The Recruitment Officer

Museum of Australian Democracy

Old Parliament House

PO Box 3934

MANUKA, ACT 2903

Applications will not be acknowledged upon receipt.