**APPLICATION PACK**

# 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 (MoAD) 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.

The Museum of Australian Democracy 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.

**Eligibility**

Employment with MoAD is subject to the following conditions:

* **Citizenship**

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

* **Working with Vulnerable People Registration**

The successful applicant must secure and maintain certification within two months of commencement.

* **Security Clearance**

The successful applicant will be required to undergo an Australian Government security clearance and maintain it at the baseline level. Further information about security clearances can be found on the Department of Defence website at [*www.defence.gov.au/agsva*](http://www.defence.gov.au/agsva)

**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.

**Position Details**

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| **Reference No:** | 21908 |
| **Title:** | Visitor Services Officer (VSO) |
| **Classification:** | APS Level 3 |
| **Employment Status:** | Non-ongoing, Temporary / Intermittent |
| **Salary:** | $56,420 pa + 25% loading (pro-rata) = $36.05 per hour |
| **Team:** | Visitor Experience |
| **Security Level:** | Baseline |
| **Supervisor:** | APS5 Volunteer & Visitor Experience Officer |

**Position Description**

As the first point of contact to all visitors, 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. You will be required to circulate regularly through the public areas of the museum and to deliver presentations that will involve standing for long periods. You will also be required to wear a uniform that will be provided to you.

**Duties**

Under the supervision of the Volunteer & Visitor Experience Officer (APS5)

1. Provide high quality service to museum visitors. 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. Deliver a range of public programs and activities, including tours, to enhance the visitor experience in coordination with other staff and Volunteers.
3. Support and brief Volunteers to ensure that their role is carried out effectively and is aligned with the museum’s objectives.
4. In association with other museum teams, support compliance with agency security and heritage requirements, and monitor exhibition functionality.

**Employment Agreement**

All terms and conditions for employment at MoAD can be found in the [*Old Parliament House 2017-2020 Enterprise Agreement*](https://moadoph.gov.au/about/employment/)

**Your application**

Please provide a concise statement of claims of no more than one page.

There is no selection criteria. When framing your statement, please ensure you adequately outline your relevant skills and experience against the key attributes and duties of this position.

**Application details**

Your application must include:

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

**Submission of application**

Preference for submission of applications is electronic. We will accept applications submitted by post.

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|  | [recruitment@moadoph.gov.au](mailto:recruitment@moadoph.gov.au) |
|  | The Recruitment Officer  Museum of Australian Democracy at Old Parliament House  PO Box 3934  MANUKA ACT 2603 |

# Applications will not be acknowledged upon receipt.

We will not accept applications received after the closing date, unless an agreement has been made with the contact officer.