**APPLICATION PACK**

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| **Reference No:** | Several |
| **Title:** | Visitor Services Officer (VSO) |
| **Classification:** | APS Level 3 |
| **Employment Status:** | Ongoing and non-ongoing |
| **Hours:** | Part–time (49 hours per fortnight) |
| **Salary:** | $54,777 - $59,854 (pro-rata) + 21.5% commuted penalties |
| **Section:** | Content, Learning and Visitor Experience |
| **Team:** | Volunteer and Visitor Experience |
| **Security Level:** | Baseline |
| **Contact Officer:** | Toni Dam on 02 6270 8159 |
| **Closing date:** | Midnight – 13 July 17 |

# 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.

# 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 retail and cloaking services and be responsible for the collection and receipting of public monies.

You will circulate regularly through the public areas of the museum, including Play Up and to deliver tours and presentations that involve walking and/or standing for long periods. There will also be opportunities to be involved in the development of new tours and activities. In Play Up you will facilitate informal learning with both adults and children and will conduct brief research and evaluation processes.

The position has a fixed roster of 49 hours over 14 days (7hrs per day / 7 days per fortnight) including alternate weekends and some public holidays. In addition, you may occasionally be required to provide assistance after hours.

Visitor Services Officers are required to wear and maintain a uniform that you will be provided.

# Duties

Under the supervision of the Volunteer and Visitor Service Officers (APS5):

1. Provide high quality customer 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, providing retail services and handling telephone calls.
2. Facilitate informal and formal learning with children and adults in the Play Up space including the development and implementation of programs relevant to the childrens space.
3. Work cooperatively as a part of a team comprising staff and volunteers to achieve team goals and the museum’s objectives.
4. 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.
5. Undertake a range of administrative tasks to support the Visitor Experience team.
6. In association with other museum teams, support compliance with agency security and heritage requirements, and monitor exhibition functionality.

# Key Attributes

1. Demonstrated experience in providing high quality customer service to a diverse range of demographics including young children.
2. Ability to follow agency guidelines and procedures to accurately and responsibly collect and receipt public monies.
3. Ability to develop and deliver engaging tours and public programs, using public speaking, interpretation, and presentation skills.
4. Ability to work effectively, flexibly and cooperatively as part of a team, including volunteers, in supporting the operations of the Visitor Experience team and the museum.

**Your application**

Please provide a concise statement of no more than two pages outlining your relevant skills and experience.

No selection criteria is required to be addressed, however when framing your response, please ensure you adequately address the position requirements.

**Application details**

Your application must include:

* A completed application cover sheet - (available on the [MoAD website](http://moadoph.gov.au/about/employment))
* Concise statement of claims.
* Resume outlining your career history, qualifications and 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 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)

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

If the security clearance or WwVP check are not maintained or return a negative report at anytime, this will be grounds for termination of employment.

**Employment Agreement**

All terms and conditions for employment at MoAD can be found in the [Old Parliament House 2011-2014 Enterprise Agreement](https://moadoph.gov.au/about/employment/)

**Submission**

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



[recruitment@moadoph.gov.au](mailto:recruitment@moadoph.gov.au)

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.