

**APPLICATION PACK**

**ABOUT THE MUSEUM OF AUSTRALIAN DEMOCRACY**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.

# **ELIGIBILITY**

Employment with MoAD 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 (after commencement) a security clearance process 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 (WwVP)**

A current ACT WwVP will be required to be obtained prior to commencement and must be maintained during employment with MoAD.

**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.

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| **POSITION DETAILS** | |
| **Reference No** | 21932 |
| **Title** | Volunteers and Museum Experience Supervisor |
| **Classification** | APS Level 5 |
| **Employment Status** | Ongoing |
| **Employment Type** | Part-Time |
| **Working Hours** | 52hrs 30minutes per fortnight |
| **Salary** | $71,488 - $75,837 (pro-rata) + 21.5% commuted penalties + 15.4% superannuation |
| **Section** | People, Strategy and Museum Experience |
| **Team** | Museum Experience |
| **Conditions for employment** | 1. Baseline Security Clearance and 2. a current Working with Vulnerable People (WwVP) registration |
| **Contact Officer** | Brian Leadbeatter on 02 6270 8146 |
| **Opening Date** | Monday 1 June 2020 |
| **Closing Date** | Monday 15 June 2020 (11:59pm) |

**ABOUT THE POSITION**

This position supports the Manager and the Coordinator to meet the museums’ Museum Experience objectives.

The role includes day-to-day administration of the Museum Experience team, including staffing, workflows and rosters, determining daily priorities, mentoring and developing staff and volunteers, and supervision of front of house operations including reception, retail and visitor experience.

The successful applicant will have strong IT skills to lead and support the team in the use of existing and new systems.

**ROSTER**

This position works 7.5 hours per day on a fixed 28-day roster pattern (see table below), including regular weekend shifts (two weekends out of every four) and some public holidays. You will receive 21.5% commuted penalties in addition to your base salary each fortnight.

In addition, the successful applicant may occasionally be required to work overtime to support operations outside of their rostered hours. Penalty rates will apply for any hours worked in addition to standard hours.

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|  | **Thur** | **Fri** | **Sat** | **Sun** | **Mon** | **Tues** | **Wed** |
| Week 1 |  |  | 7:30 | 7:30 | 7:30 | 7:30 |  |
| Week 2 |  |  |  |  | 7:30 | 7:30 | 7:30 |
| Week 3 |  |  |  |  | 7:30 | 7:30 |  |
| Week 4 |  |  | 7:30 | 7:30 | 7:30 | 7:30 | 7:30 |

**KEY ATTRIBUTES**

To be successful in this position you will be able to demonstrate or provide evidence to support your ability to:

* Demonstrated experience in supervising staff and volunteers including developing rosters and managing workflows in an environment with competing priorities.
* Strong IT skills, with demonstrated ability in using the Microsoft Office suite. Experience working with bookings systems, POS systems, volunteer management and roster programs would be an advantage.
* High level customer service, communication and interpersonal skills. This includes the demonstrated ability to deliver tours and other presentations to visitors and to also deliver training programs for staff and volunteers.
* Demonstrated project management skills and an understanding of the importance of providing authentic, engaging public programs for visitors to a national cultural institution located in a heritage building.

**DUTIES**

*Under the supervision of the Coordinator Volunteers and Museum Experience (APS6):*

1. Daily duties will include briefing Museum Experience Officers (MEOs) (APS3); identifying and resourcing daily priorities; supervising MEOs and supporting front of house functions; and responsibility as the senior officer on site on weekends and public holidays, where rostered.
2. Maintain MEO and volunteer rosters, records and database. Provide leadership and support in the use and implementation of systems used by the ME Team, e.g., Point of Sale, bookings, rosters, etc.
3. Arrange and organise MEO and volunteer related meetings and events. Assist with the development and implementation of training programs for the Museum Experience team, including volunteers.
4. Actively participate in the review, development and implementation of public programs, including performance of associated administrative duties. This may involve taking a leadership role in project teams.
5. Maintain effective communication with the Museum Experience team, volunteers, other teams, contractors and tenants, using a variety of methods and information channels.

**EMPLOYMENT CONDITIONS**

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**

There is no selection criteria to address.

Please provide a concise statement of claims of no more than two pages. You will be assessed against the duties, experience and skills required for this role.

When framing your statement, please ensure you adequately demonstrate your skills, qualifications and experience against the duty statement and key attributes for 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 (no more than 2 pages)
* 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 |

**LATE APPLICATIONS**

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