

# Role Statement



<b>ROLE TITLE</b>	Casual Visitor Engagement Officer (Multiple)	<b>POSITION NO.</b>	(MM: M02067) (NMM: M02098) (SAMM: M02066)
<b>CLASSIFICATION</b>	GSE4	<b>REVIEWED DATE</b>	Apr 2022
<b>PORTFOLIO</b>	Museums, Marketing & Major Events		
<b>AGENCY</b>	History Trust of SA		
<b>ANZSCO CODE</b>	4514		

<b>QUALIFICATIONS</b>	
<b>Desirable</b> Current First Aid Certificate	
<b>ROLE PURPOSE/CONTEXT</b>	
The Casual Visitor Engagement Officer (Multiple) is an ambassador for the museums and is responsible for the delivery of visitor services and ensures the effective and efficient day-to-day operations and functions of the museums.	
<b>REPORTING/WORKING RELATIONSHIPS</b>	
<ul style="list-style-type: none"> <li>M02098 Reports to Senior Visitor Engagement Officer</li> <li>M02067 &amp; M02066 Reports to Visitor Engagement Manager</li> <li>Works with volunteers</li> </ul>	
<b>SECTION A</b>	<b>RESULTS TO BE ACHIEVED</b>
<ul style="list-style-type: none"> <li>Deliver the core visitor experience at the museum.</li> <li>Deliver guided tours and education programs for visitors to the museum, including online.</li> <li>Assist with the administrative needs of the museum.</li> <li>Adopt a collaborative approach to working with all HTSA museums.</li> <li>Apply high standards of customer service and actively promotes, encourages and participates in a positive workplace culture.</li> <li>Assist in the evaluation, implementation and design of education and public programs.</li> <li>Act as a point of contact for enquiries and liaison with stakeholders.</li> <li>Provide guidance to, and assist with, the induction of new team members.</li> <li>Assist with the development of social media content and the promotion of the museums.</li> <li>Contribute to the operation of retail outlets (where applicable), including the sales of admission tickets, reconciling revenue, monitoring and ordering stock, and conducting pricing and bar coding using the relevant software.</li> <li>Identify and assist with the routine maintenance requirements of the museum and troubleshooting issues as they develop.</li> <li>Maintain the security and integrity of the museum, including its buildings, contents and the grounds, and assist with emergency response and disaster preparedness.</li> <li>Maintain a high standard of cleanliness throughout the museum and undertake curatorial cleaning and minor maintenance of displays and equipment requiring skill specialisation and/or extensive training.</li> <li>Under limited direction, assist with the movement of objects and the transportation, installation and dismantling of exhibitions and displays.</li> </ul>	
<b>SPECIFIC REQUIREMENTS</b>	

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Penalty rates for public holidays, weekends and shift work will apply.  
 Required to be rostered over a 7 day week.  
 Out of hours work may be required for museum functions.  
 Engagement in this role is subject to a satisfactory Department of Human Services Working With Children Check. A renewal will be required every 5 years.  
 Out of hours work may be required, and intrastate and interstate travel may be required.  
 All History Trust of SA employees are required to work in accordance with the Code of Ethics for South Australian Public Sector, policies, procedures and legislative requirements including but not limited to:  
 Work Health and Safety Act 2012 (SA); Return to Work Act 2014 (SA); Equal Employment Opportunities (including prevention of bullying, harassment and intimidation); Children’s Protection Act 1993 (Cth) – ‘Notification of Abuse or Neglect’; Public Interest Disclosure Act 2018; Disability Discrimination; Information Privacy Principle; Relevant Awards, Enterprise Agreements, Public Sector Act 2009, History Trust of SA Act 1981, and OCPSE Determinations and Guidelines; Relevant Australian Standards; Applying the principles of the South Australian Government’s Risk Management Policy to work as appropriate; Maintain accurate and complete records of business activities in accordance with the State Records Act 1997.  
 All History Trust of SA employees commit to value and respect the needs and contributions of First Nations employees and visitors, and commit to the development of intercultural capability.  
 This role works across all HTSA museum sites (**Migration Museum, National Motor Museum, SA Maritime Museum**). Depending on work requirements the incumbent may be transferred to other locations across the History Trust to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the Public Sector Act 2009 for Public Sector employees.

SECTION B	SELECTION CRITERIA
<b>TECHNICAL EXPERTISE</b>	
<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Basic knowledge of Microsoft Office, Word, Excel, and Outlook.</li> <li>• Basic knowledge of digital content creation, including an understanding of social networking and other digital and online tools</li> <li>• Ability to interpret WHS policies, procedures and legislation in the work environment.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Ability to interpret government procurement policies and procedures.</li> <li>• Working knowledge of the History Trust of South Australia and its operations.</li> </ul>	
<b>PERSONAL ABILITIES</b>	
<ul style="list-style-type: none"> <li>• Sound presentation skills and ability to present and talk to large and small groups of people from varied demographics, including presenting to schools and undertaking museum tours.</li> <li>• Sound interpersonal skills; confident and professional approach to dealing with a wide range of stakeholders including colleagues, visitors, VIPs, Board Trustees, and team members.</li> <li>• Ability to undertake tasks under limited direction in an efficient and co-operative manner, to meet deadlines.</li> <li>• Ability to prioritise varying workloads, use initiative and be self-motivated.</li> <li>• Ability to work under limited direction, both individually and as a member of a team, to use judgement in the application of procedures and prioritisation of activities in order to manage a busy workload and respond with initiative, enthusiasm and flexibility to deal positively with change.</li> </ul>	
<b>EXPERIENCE</b>	

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## Essential

- Experience in providing a high level of customer service and education programs and/or tours to the general public.
- Working experience in a range of general administrative and operational duties including security functions and the careful cleaning and movement of objects.
- General experience in public-facing customer-focused tourism practices (**Desirable...** at a cultural institute).

## Desirable

- Experience presenting education programs to school groups.
- Experience contributing to the development of public programs and/or education programs.

## Role Acceptance

I have read and understand the responsibilities and organisational context as outlined in this role statement, and agree to adhere to the values of the SA Government and History Trust of SA as described within this document.

Occupant Name: \_\_\_\_\_ Occupant Signature: \_\_\_\_\_ Date: \_\_\_\_\_