

Role Description

Casual Visitor & Interpretation Officer



Department/Agency	Department of Creative Industries, Tourism, Hospitality and Sport/Museums of History NSW
Division/Branch/Unit	Museum Operations and Visitor Services/City and House Museums Portfolio
Role number	Various
Classification/Grade/Band	Guide
Senior executive work level standards	Not Applicable
OSCA Code	451411
PCAT Code	1119192
Date of Approval	14 July 2022
Agency Website	http://www.mhnsw.au

Agency overview

Museums of History NSW brings together a portfolio of iconic museums, rich collections and heritage sites, the nation's oldest archive collection, vital recordkeeping services and expert staff.

We bring history to life by sharing the stories of our places and collections. Through the State Archives Collection, we manage NSW's official documentary heritage, supporting government transparency and the public's right to access information.

These two roles do not just sit side by side – they inform and enrich each other. By preserving and making accessible our places, collections and archives, we create opportunities for people to explore the past and better understand their own place in the world. By supporting lifelong learning and inviting people to come together, we promote civic literacy, empathy, wellbeing and belonging.

We believe that history belongs to everyone. This is the promise and the purpose of MHNSW.

Museums of History NSW is a state cultural institution, established under the Museums of History NSW Act 2022. It is an agency of the NSW Department of Creative Industries, Tourism, Hospitality and Sport (DCITHS).

Primary purpose of the role

Provide exceptional customer service, interpretation and information about Museums of History NSW's sites, activities, and events to enhance visitor experiences and achieve revenue targets from sales.

Key accountabilities

- Provide excellent standards of customer service to a diverse customer base through delivering consistently high-quality communication and understanding that customer needs vary, with the ability to respond as required.
- Provide tours and interpretation to a variety of audiences to inform and connect them with the sites and their stories.
- Promote and sell admission and event tickets, merchandise and memberships to encourage donations and achieve sales and revenue targets.

- Develop retail product knowledge, operate stock inventory systems, and undertake a range of routine retail administrative tasks to deliver excellent customer service and to achieve sales and revenue targets.
- Provide up to date information for visitors, as the first point of contact at the site, to promote the agency and encourage return visitation.
- Conduct daily management of audio guide or other interpretation devices and carry out cleaning and general housekeeping of retail and storage areas to maintain safe and well-presented spaces.
- Carry out housekeeping and property care duties as directed and in consultation with the Curator and Heritage teams to ensure high standards of presentation of the properties, museum surrounds and landscape.
- Maintain and implement correct safety procedures and ensure familiarity with all alarm and security equipment at each of the sites to be able to effectively assist with safe evacuation of visitors and staff in emergency situations.

Key challenges

- Maintaining current knowledge of all agency sites, events, programs and the wider organisational calendar to be able to provide visitors with accurate up to date information.
- Recognising and overcoming the communication, practical and operational challenges that arise from working as part of a team/agency dispersed over multiple sites to ensure continuity within the Visitor Services Team.
- Responding effectively and proactively to the changing circumstances and needs of busy site environments to maintain consistent high quality service delivery to visitors.

Key relationships

Internal

Who	Why
Visitor Services Coordinator	• Receive direction and guidance regarding all work including updates on projects, issues and priorities. • Receive information from regarding organisational developments and guidelines. • Provide information on visitor figures and financial end of day cash handling.
Visitor Service Experience Officer	• Receive information on staffing requirements and rosters. • Receive guidance and in the absence of the VSC take direction on daily tasks and operational matters. • Receive information from regarding organisational developments and guidelines. • Provide information on visitor figures and financial end of day cash handling. • Provide reporting on changes in the operational environment to prevent / minimise damage to the agency's collections and site.
Visitor & Interpretation Officer and other Portfolio Staff	• Support and undertake other Visitor & Interpretation roles in the museum such as ticketing as required. • Communicate information on programs/events and resources as required. • Work together with all team members on daily tasks.
Portfolio Curator	• Receive guidance from and carry out museum housekeeping duties. • Collaborate with to maintain up to date information on all agency sites .
Retail Team	• Help with the implementation of in-store merchandising for presentation purposes to encourage sales. • Communicate regularly to ensure merchandise levels are maintained

Who	Why
	Collaborate with to maintain up to date information on current retail merchandise and promotions and provide feedback from customers.
Commercial Services, Production and Experience and Development & Fundraising	- Assist with events/programs as required. - Promote memberships and event ticket sales. - Assist with Venue Hire Events and site inspections in order to provide guidance and monitor agency sites in line with the agreed use of the property.
Other Teams/Portfolio	Maintain effective interaction and cooperation across the agency.
Volunteers	- Support volunteers by communicating about daily arrangements. - Work together with volunteers on daily tasks.

External

Who	Why
Visitors	- Monitor visitor behaviour and control visitor movement throughout the agency sites to prevent damage to contents and ensure conditions of entry are observed. - Assist with the safe evacuation of visitors in an emergency situation. - Deliver site interpretation, information and tours/talks if required. - Provide excellent customer service during ticket & retail sales - Provide information about tours, programs, events, membership program, Sydney Living Museums and answer general enquires.

Role dimensions

Decision making

This role:

- Follows agency guidelines for cash handling procedures to ensure correct accounting for all monies taken for admissions to the sites, membership and merchandise sales and event/program takings.
- Prioritises own workload within established priorities.
- Takes active ownership of own work.
- Seeks advice and clarification from their supervisor regarding matters that fall outside standard guidelines and practices.
- Is accountable for safe and effective delivery of retail sales & visitor services across the agency's sites.
- Consults with supervisor on issues with the potential to escalate or cause risk.
- Cooperates as part of a team to achieve agreed visitor services outcomes.
- Delivers consistently high-level customer service.

Reporting line

This role reports to the Visitor Services Coordinators.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Experience in busy customer service roles
- Current Working with Children check.
- Current first aid certificate.
- Ability and availability to work a changing roster across multiple museums, including weekends and evenings as operational needs dictate.
- Ability to manage lifting, carrying, standing, kneeling and moving around heritage sites both internal and external environments.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Manage Self Be persistent, self-reflect and commit to learning	• Keep up to date with contemporary knowledge and practices • Seek and take advantage of opportunities to learn and apply new skills • Commit to achieving challenging goals • Seek and respond positively to constructive feedback and advice • Examine and reflect on your performance	Adept
 Relationships	Communicate Effectively Communicate clearly, pay attention to others and respond with understanding and respect	• Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation • Clearly explain complex ideas and arguments to individuals and groups • Create opportunities for others to contribute • Share information with other teams and business units to enable informed decision-making • Write clearly and concisely in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		Pay attention and encourage others to express their views	
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	- Take responsibility for delivering high-quality customer-focused services - Design processes and policies based on the customers' experience and engage people with lived experience to inform service improvements - Create opportunities to learn about and measure what is important to customers by engaging with a wide range of customer experience - Use customer data, feedback and insights to improve service delivery - Find opportunities to collaborate with internal and external stakeholders to improve outcomes for customers - Maintain relationships with key customers in your area of expertise - Connect and collaborate with relevant customers from the community	Adept
 Results	Deliver Results Achieve results by using resources efficiently and committing to quality outcomes	- Use your own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes - Ensure staff understand expected goals and acknowledge staff success in achieving these - Identify the resources people need and ensure goals are achieved within budget and on time - Use business data to evaluate outcomes and inform continuous improvement - Identify priorities that need to change and ensure the way resources are allocated meets new business needs - Ensure you budget for and clearly state the financial impacts of new priorities	Adept
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	- Understand the team and business unit's goals and set work tasks that contribute to meeting them - Set and develop team goals and plans, and use feedback to inform planning - Respond proactively to changing circumstances and adjust your plans when necessary - Consider how immediate and longer-term organisational issues might affect the achievement of your team and business unit goals - Adapt and respond proactively when priorities and work environments change	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
 Business Enablers	Project Management Understand and use effective ways to plan, coordinate and control projects	• Research and analyse data at a basic level to inform and support the achievement of project deliverables • Contribute to developing project documents and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify when projects differ from their plans and tell your supervisor	Intermediate
 People Management	Manage and Develop People Engage with and motivate staff, and develop their capability and potential	• Collaborate with your team to set clear performance standards and deadlines in line with established performance development frameworks • Look for ways to develop team capability and recognise and develop individual potential • Be constructive and build on strengths by giving timely feedback that people can act on • Identify and act on opportunities to coach and mentor others • Recognise performance issues that need to be dealt with and work promptly to resolve them • Effectively support and manage team members who are working flexibly and in different locations • Create a safe environment that considers and respects team members' individual differences, backgrounds and cultures • Reflect on feedback about your management style and potential areas where you can improve	Intermediate
 People Management	Inspire Direction and Purpose Communicate goals, priorities and vision, and recognise achievements	• Help the team or business unit to understand your organisation's strategic direction and explain the reasons behind decisions • Ensure team and business unit goals achieve business outcomes that align with organisational policies • Ensure team members understand how their activities create value for your organisation, customers and stakeholders • Encourage team members to strive for ongoing performance improvement • Recognise and acknowledge high performance in individuals and teams	Intermediate