

Position Description

Museum Assistant

Title: MUSEUM ASSISTANT
Award: Amusement, Events and Recreation Award 2020
Responsible To: Museum Manager and Curator

Occupant: _____
NAME Date

Approved By: _____
ROBYN HOWARTH Date
President – Lake Boga Lions Club

ROD RUDGE Date
Vice President – Lake Boga Lions Club

DISCLAIMER: This position description has been designed to indicate the general nature and level of work performance by employees within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Accountability Statement

The position of Museum Assistant is accountable to the Museum Manager and Curator, and the Lake Boga Lions Club – The Flying Boat Museum Committee of Management (CoM) for assisting with the operation activities of The Flying Boat Museum (Museum).

Position Objectives

The position of Museum Assistant supports museum operation activities in order to ensure visitors gain the best possible experience from their visit to the Museum. Supporting the care of the collection, providing guided tours to visitors including school and tour groups, and site security as part of the museum team.

Key Responsibility Areas

- Provide assistance and information to visitors, conduct guided tours, demonstrate exhibits as directed and assist with use of equipment such as audio visual.
- Ensure the highest standards of customer service are in place at all times to provide an excellent experience for all visitors.
- Take queries and enquiries from visitors and over the telephone, answering these where information is available and taking details/messages to pass on to other colleagues where appropriate.
- Assist in ensuring the security of the museum, its collections, fixtures and fittings, public/visitors, staff and volunteers by patrolling the site, and supervising visitors as appropriate. This will include assisting members of the public to leave the building in the event of an evacuation.
- Key holding: opening and closing the building on occasions. General premises safety, including building security and the prompt reporting of any defects.
- Assist in the operation of the reception and shop, including all areas of retail sales, stock management, cash handling, and financial controls.
- Support wider museum events in appropriate ways; help plan and deliver events and activity sessions as directed; facilitate group and school visits; assist with meetings and functions, including preparing and serving refreshments – ensuring appropriate hygiene standards are maintained.
- Set up and dismantle stands, equipment and exhibitions; move furniture and exhibits as directed.
- Clean exhibits and displays, under direction. Clean and tidy the property and contents, including toilets. Ensure litter and cobwebs are cleared in the environs of the property.
- Assist with Health and Safety monitoring.

- Receipt of goods. Collection, delivery and distribution of publicity material and/or other items.

Occupational Health and Safety

- All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our health and safety policy.
- Immediately report any hazards, incidents and accidents to the Museum Manager and Curator and take appropriate action.

Child Safe Standards

- Commit and adhere to a zero tolerance of child abuse, in line with the Museum being a child safe organisation and adhere to the reporting requirements for child safety.
- Adhere to the Victorian Child Safe Standards and related legislation, including Failure to Disclose, Failure to Protect and Grooming offences.

Equal Opportunities

We are committed to achieving equal opportunities in our employment arrangements. We expect all employees to understand and promote equal opportunity in their work.

Accountability and Extent of Authority

- Accountable for the quality, quantity and timeliness of own work in so far as available resources permit, within specific guidelines.
- Perform work under general supervision of the Museum Manager and Curator.

Judgement and Decision Making

- Ensure all activities are undertaken in a safe and effective manner based on accepted Museum practices and in accordance with established procedures and guidelines.
- Judgement and decision-making skills are limited to those specific functions and responsibilities covered by this position description.
- Problems may occasionally be of a complex nature not related to previously encountered situations, but guidance and advice are usually available.

Qualifications and Experience

- Experience working with the public, contractors and/or volunteers.
- Experience working in a shop or reception including cash handling.
- Experience working in a history venue.
- Experience in the cleaning of buildings.
- Excellent customer service skills.
- Excellent communication skills in English, including ability to communicate effectively both verbally and in writing.
- ICT skills (including Microsoft Word, Excel, email, internet).
- Flexibility and good team working skills.
- Manual handling skills and ability to lift/carry reasonable loads and to stand/walk for long periods.
- Ability to work weekends, and public holidays when required.
- Willingness and ability to learn and gain new skills.
- Ability to work accurately and with general supervision.
- Satisfactory Working with Children Check.

Management Skills

- Ability to set priorities of own work to meet both recurrent and non-recurrent responsibilities.
- Able to show initiative and provide input into work being carried out.
- Good customer relations skills.
- Effective time management

General Information

Covid Safe Plan

- As required, to reduce the risk of transmission of COVID-19, such measures may be implemented at the Museum; wearing face masks, testing, social distancing, isolation and quarantine, and may be required regardless of whether an employee is required to be vaccinated.
- Alerting the Museum Manager and Curator as soon as possible in the event of another employee or person at the work premises failing to comply with the Museum's Covid Safe Plan.

- In the event vaccination against COVID-19 is required, providing satisfactory evidence of vaccination or exemption. The following outline acceptable and not acceptable proof of vaccination or exemption:

<u>ACCEPTED</u>	<u>NOT ACCEPTED</u>
Services Victoria QR check-in with confirmation of vaccination (green).	Screen shots or photos of any of the acceptable evidence.
Covid-19 digital certificate displayed through the Medicare App, Services Victoria App, are equivalent smartphone wallet.	Cards given at the time of vaccination.
A printed copy of Covid-19 digital certificate.	Medical certificate noting proof of vaccination or medical exemption.
A printed copy of immunisation history statement from the Australian Government with evidence of vaccination (2 doses) or exemption.	Immunisation statement from GP or medical practitioner.
A printed copy of Covid-19 digital certificate with evidence of a medical exemption.	Letter or form from a medical practitioner noting an exemption of vaccination.

Working with Children Check

Prior to commencement with the Museum, the successful applicant will be required to provide a satisfactory Working with Children's Check.

Disclosure of Pre-Existing Injuries

The successful applicant will be required to complete a "Disclosure of Pre-Existing Injuries" Form. This formally notifies the Committee of any pre-existing injury or disease that the incumbent has suffered that could be affected by the nature of the proposed employment.

Failure to make a disclosure, or making a false or misleading disclosure, may disqualify the incumbent from any Workers' Compensation entitlements for any recurrence, aggravation or acceleration of the pre-existing injury or disease if it is sustained in the course of, or due to the nature of their employment with the Museum pursuant to Section 41 of the Workplace Injury Rehabilitation and Compensation Act 2013.

Pre-Requisites for Employment

It should be noted that successful applicants may be required to provide proof of eligibility to work in Australia prior to commencement of duties. This may be in the form of a passport or birth certificate identifying Australian citizenship or a valid work visa.

Organisational Relationships

- Reports to:** Museum Manager and Curator
- Supervises:** Nil
- Internal Liaisons:**
- Lake Boga Lions Club - The Flying Boat Museum Committee of Management
 - Lake Boga Lions Club Media and Communications Chairperson
 - Volunteers
- External Liaisons:**
- Local and visiting school communities
 - Tour group organisers
 - Operator of attached Café
 - Suppliers

Performance Criteria

The performance of the Museum Assistant will be formally reviewed annually and shall take into consideration performance against both key indicators and specific objectives set for the term of the review.

Key Performance Indicators

- Performance against key responsibility areas of this position description.
- Planning and organisational abilities.
- Communication and teamwork.
- Productivity levels.
- Customer Service competencies.