

Cluster	Premier & Cabinet
Agency	Museum of Applied Arts & Sciences
Location	Museum Discovery Centre
Classification/Grade/Band	Clerk Grade 1/2
ANZSCO Code	451411
PCAT Code	
Date of Approval	July 2019
Agency Website	maas.museum

Agency overview

A catalyst for creative expression and curious minds

The Museum of Applied Arts and Sciences sits at the intersection of the arts, design, science and technology and plays a critical role in engaging communities with contemporary ideas and issues. Established in 1879, the museum includes the Powerhouse Museum, Sydney Observatory and the Museums Discovery Centre. The Museum is custodian to over half a million objects of national and international significance and is considered one of the finest and most diverse collections in Australia.

Primary purpose of the role

Reporting in to the Visitor Experience Coordinator this role delivers and assists with a range of public programs, tours, events and other visitor experience activities at the Museum Discovery Centre (MDC). This also includes working cooperatively with the MAAS Volunteer Program to support the delivery various aspects of the MDC Program.

In addition, the role welcomes visitors to the site which includes provision of general site and programs information (face-to-face, via phone and online) as well as retail sales. Visitor Hosts take a key role in site safety and emergency management.

Key accountabilities

- Welcome visitors to the site and provide first point of contact assistance with information about programs, exhibitions, events, other activities and facilities
- Deliver and assist with a range of programs and activities at MDC as determined by the annual MDC Program. This includes supporting collaboration with Programs, Ticketing Services, Volunteers, Communications, Security, Retail and Events.
- Undertake other day-to-day operational tasks as required or as directed by the Visitor Experience Coordinator

- Assist the Visitor Experience Coordinator to build and enhance community, partner and stakeholder relationships
- Undertake venue and equipment set up/pack down, light cleaning and the basic maintenance of activity spaces
- Assist the Visitor Experience Coordinator to support the Education and Digital Learning team to deliver education programs at MDC when required
- Work in cooperation with MAAS volunteers to deliver agreed programs and activities for a range of audience groups
- Assist with the collection of visitor feedback and data to inform the development of MDC programs, services and other activities
- Process retail sales, undertake cash handling duties, periodic merchandise stock-takes and other administrative tasks associated with retail services
- Adhere to all obligations, responsibilities and legislative requirements under current Work Health & Safety (WHS) Acts and Regulations, ensuring all areas of program delivery and the visitor experience under supervision are monitored for WHS risks and hazards and are reviewed regularly.

Key challenges

- Working remotely as part of a small site-based team while needing to maintain connections with the broader museum and other teams to inform and enhance the delivery of MDC programs and the visitor experience
- Building and maintaining the knowledge and skills required to deliver and assist with a range of programs and experiences for different audiences as part of an ongoing process of continuous improvement

Key relationships

Who	Why
Internal	
Visitor Services & Venues	<ul style="list-style-type: none"> • Direct reporting lines • Work collaboratively to deliver visitor experience
Programs Team	<ul style="list-style-type: none"> • Work collaboratively to deliver and assist with MDC programs
Ticketing Services Team	<ul style="list-style-type: none"> • To share information
Security Team	<ul style="list-style-type: none"> • To support day-to-day site operations
Digital & Media Technology Teams	<ul style="list-style-type: none"> • Work cooperatively to deliver and assist with MDC programs and site specific digital/interactive experiences
Strategic Collections	<ul style="list-style-type: none"> • To share day-to-day information relating to the site
Curatorial	<ul style="list-style-type: none"> • To share day-to-day information relating to the site and support curator activities
Indigenous Engagement	<ul style="list-style-type: none"> • To share day-to-day information relating to the site and support Indigenous engagement
Events Team	<ul style="list-style-type: none"> • To support successful delivery of events
Volunteer Program Team	<ul style="list-style-type: none"> • To work cooperatively to deliver agreed programs and activities
Internal	
Visitors/audience	<ul style="list-style-type: none"> • To ensure excellence in the visitor experience and inspire visitors to return

Who	Why
Cultural Stakeholders	<ul style="list-style-type: none"> To support Australian Museum and Sydney Living Museums activities on site as required

Role dimensions

Decision making

Refers to the Visitor Experience Coordinator for decisions that require change to operational approach; that are likely to escalate; cause undue risk; create substantial precedent; or are outside of delegation limits.

Reporting line

Visitor Experience Coordinator

Direct reports

Nil

Budget/Expenditure

This role does not have a financial delegation.

Essential requirements

High level communication, audience engagement and overall visitor servicing skills






Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Adept
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 Occupation Specific	Drivers License	
	First Aid	
	Working with children check	

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework			
Group and Capability	Level	Behavioural Indicators	
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate a high level of personal motivation 	
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for customers 	
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> Build a supportive and co-operative team environment Share information and learning across teams Acknowledge outcomes which were achieved by effective collaboration Engage other teams/units to share information and solve issues and problems jointly Support others in challenging situations 	
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals Seek and apply specialist advice when required 	
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systems Understand and comply with information and communications security and acceptable use policies Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies 	