

Role Description

Booking Services & Rostering Officer



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Agency	Museums of History NSW
Division/Branch/Unit	Programming, Production & Audience Division/Audience & Marketing Team
Location	Sydney
Classification/Grade/Band	Clerk Grade 3/4
Role Number	50074035/40074036
ANZSCO Code	639411
PCAT Code	1327271
Date of Approval	07 August 2017
Agency Website	www.mhnsw.au

Agency overview

Museums of History NSW (MHNSW) is an executive agency within the Department of Creative Industries, Tourism, Hospitality and Sport and reports to the NSW Minister for the Arts. MHNSW is administered under the Museums of History NSW Act 2022.

Museums of History NSW is the first cultural institution in the state with history as its core mandate. As a custodian and storyteller, MHNSW is committed to preserving and presenting our state's unique history and bringing its stories to life through diverse voices and viewpoints. We place history before us not behind us, making it immersive, discoverable and relevant through interpretation, exhibitions, public programs and online resources.

MHNSW brings together the museums, historic houses and associated collections previously in the care of Sydney Living Museums with the vast collection of more than 13 million items held by the NSW State Archives. This includes one of the world's most complete and important collections documenting colonisation.

Providing greater access to and understanding of our state's rich and varied histories, stories and cultures is paramount to MHNSW with truth-telling and respect at the core of our approach. With a formidable asset base worth \$1.6 billion, we are focused on growing, managing, preserving and providing public access to the State Archives Collection and the objects, materials, buildings, places and stories that shape the historical, social, political and cultural identity of NSW.

MHNSW also operates commercial services that contribute significantly to the organisation's sustainability, including retail, food and beverage, venue hire, commercial records storage, records management, digitisation and consultancy services.

Primary purpose of the role

Act as the principal contact for visitors and bookings at MHNSW's sites to ensure group, education, program and event bookings including relevant administration, are completed professionally and promptly with a key focus on providing quality customer service.

Key accountabilities

- Provide exceptional professional customer service, accurate information, documentation and advice in response to bookings, visitor and member enquiries, complaints and feedback.
- Identify and initiate opportunities to promote and upsell programs, events, group bookings, memberships and Sydney Museums Pass whilst passing enquires on to the most appropriate reference point where further specialist advice is required.
- Roster Curriculum Program Deliverers in response to education program bookings ensuring adequate staffing levels are available and coordination with the properties for rostering Visitor Service Offices for group bookings.
- Maintain and operate the booking and ticketing systems to build and publish program and event tickets, and update event and ticketing information, generate, circulate and communicate bookings reports to inform agency stakeholders.
- Provide ticket fulfilment and collection, retail collection, refunds for customers; generate invoices and relevant communications and confirmations for clients to ensure appropriate customer service and satisfaction levels are obtained as well as undertaking appropriate follow up communications to ensure payments are made and final visitation numbers are confirmed
- Utilise the CRM to verify the accuracy and currency of information pertaining to memberships in relation to sales and renewals Generate and disseminate box office reports and update relevant bookings systems and reports with correct attendance records
- Implement effective evaluation and feedback mechanisms to enable ongoing quality improvement in the delivery of booking services and to inform future planning.
- Establish and maintain strong working knowledge of the properties, events, education and public programs to communicate relevant current information to customers.

Key challenges

- Identifying and implementing opportunities for improvements in customer service delivery to ensure the highest standards are achieved across membership, programs and educational activities and events.
- Exercising effective judgement in balancing competing demands and priorities to deliver professional high quality customer service to all stakeholders.

Key relationships

Who	Why
Internal	
Booking Services Coordinator	<ul style="list-style-type: none">• Provide regular updates on bookings, issues and priorities.• Receive direction on coordinating duties and content for education programs, public programs, exhibitions, events and displays.• Escalate priority issues when necessary.• Provide booking reports and data analysis and related relevant information.• Provide data analysis, reporting and interpretation to support decisions.

Who	Why
Audience & Marketing Team	<ul style="list-style-type: none"> obtaining approved content for program and event ticket builds Liaising with Membership Coordinator on membership sales and renewals
Learning Coordinator	<ul style="list-style-type: none"> Liaise with to remain up to date of CPDs site availability and contact information. Liaise with to ascertain information on education programs ensuring currency of information being communicated to schools. Communicate with any issues regarding the CPDs.
Visitor Services Coordinator	<ul style="list-style-type: none"> Plan and communicate with regarding staffing requirements and CPD rosters. Develop protocols and procedures for understanding of sites and program activities. Provide booking reports and data analysis and related relevant information.
Property based Staff	<ul style="list-style-type: none"> Communicate with regarding staffing requirements and CPD rosters. Communicate and coordinate the booking of VIOs to support group bookings Provide booking reports and data analysis and related relevant information. Develop protocols and procedures for communication and coordination of bookings
Production & Experience Team and Portfolio staff	<ul style="list-style-type: none"> Provide and receive advice and clarifications about programs, education and tour bookings and resource needs. Plan and communicate with regarding staffing requirements and CPD rosters. Action communications, booking lists and data analysis in a timely manner. Respond to visitor queries, feedback, or complaints, escalating when relevant, to achieve positive outcomes for the agency. Provide booking reports and data analysis and related relevant information.
Business & Facilities Team	<ul style="list-style-type: none"> Receive advice and clarifications about reactive and preventative maintenance planning for the management of bookings.
Finance Team	<ul style="list-style-type: none"> To ensure the payments are made and reporting requirements meet
Staff across the agency	<ul style="list-style-type: none"> Engage with appropriate staff across the Agency to ensure timely relevant ticketing and education information is well presented, readily available on the Agency's website, social media platforms and intranet.

External

Educational, tourism and community groups, general public, visitors, Members and other stakeholders	<ul style="list-style-type: none"> Provide relevant and appropriate advice and information about tours, event details, programs, the Portfolio properties, and the Agency. Arrange tours and program bookings. Promote the interests and programs of the Portfolio sites. Respond to enquiries and assist with site queries and concerns. Manage feedback, concerns, and complaints.
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Role dimensions

Decision making

This role:

- Takes active ownership of own work.
- Exercises discretion and judgement, within overall direction from the Booking Services Coordinator, for planning, organising and implementing priorities and managing day-to-day operational requirements.

- Participates in the continuous review of the Booking Services functions and procedures, identification of opportunities to enhance the quality of service delivery, and communication and coordination of agreed changes with site staff.
- Makes decisions and applies judgement in planning and selecting appropriate resources, equipment, options and processes required to deliver agreed outcomes, with minimum or no supervision.
- Sets staffing rosters, within broad policy parameters and constraints set by the Booking Services Coordinator, to ensure that responsibilities are successfully met.
- Centrally logs responses to the outcomes of phone calls in the relevant systems and passing on information regarding trends, incidents and other information.
- Delivers excellent customer service at all time, remaining calm and polite.
- Refers to supervisor for decisions that require significant change to strategic approach; that are likely to escalate; cause undue risk; create substantial precedent; or are outside of delegations limits.

Reporting line

This role reports to the Booking Services Coordinator.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Possession of a valid NSW drivers' licence.
- Willingness to work across and ability to travel to multiple work locations.





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	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly • 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 Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> • Utilise facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements • Keep discussion focused on the key issues
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
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Foundational	<ul style="list-style-type: none"> • Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology