

Role Description

Visitor & Interpretation Officer



Cluster	Enterprise, Investment and Trade
Department/Agency	Museums of History NSW
Division/Branch/Unit	Museum Operations & Visitor Services Division /City and House Museums Portfolios
Role number	Various
Classification/Grade/Band	Guide
ANZSCO Code	451411
PCAT Code	1119192
Date of Approval	April 2022
Agency Website	www.mhnsw.au

Agency overview

Museums of History NSW (MHNSW) is an executive agency within the NSW Department of Enterprise, Investment and Trade and reports to the NSW Minister for the Arts. MHNSW is administered under the Museums of History NSW Act 2022.

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

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	<ul style="list-style-type: none"> • 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 Services Experience Officer	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Receive guidance from and carry out museum housekeeping duties. • Collaborate with to maintain up to date information on all agency sites.
Retail Team	<ul style="list-style-type: none"> • Help with the implementation of in-store merchandising for presentation purposes to encourage sales. • Communicate regularly to ensure merchandise levels are maintained • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Maintain effective interaction and cooperation across the agency.
Volunteers	<ul style="list-style-type: none"> • Support volunteers by communicating about daily arrangements. • Work together with volunteers on daily tasks.

External

Who	Why
Visitors	<ul style="list-style-type: none"> • 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:

- Makes day to day decisions relating to work priorities and workload management for themselves and staff supervised
- Takes active ownership of own work
- Allocates work to casual staff members and monitors progress
- Consults with supervisor on issues with the potential to escalate or create precedent
- Seeks advice and clarification from their supervisor regarding matters that fall outside standard guidelines and practices
- Maintains efficient lines of communication
- Works within project timelines, budgets and briefings set by the supervisor.

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 to work a regular roster including weekend work and willingness to take on irregular additional shifts and overtime as required.
- 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.

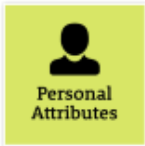
The capabilities are separated into focus capabilities and complementary capabilities.

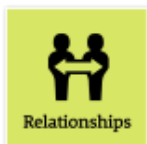
Focus capabilities

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.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Behave in an honest, ethical and professional way• Build understanding of ethical behaviour• Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation• Speak out against misconduct and illegal and inappropriate behaviour• Report apparent conflicts of interest	Foundational

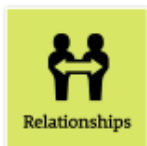


Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Focus on key points and speak in plain English
- Clearly explain and present ideas and arguments
- Listen to others to gain an understanding and ask appropriate, respectful questions
- Promote the use of inclusive language and assist others to adjust where necessary
- Monitor own and others' non-verbal cues and adapt where necessary
- Write and prepare material that is well structured and easy to follow
- Communicate routine technical information clearly

Intermediate

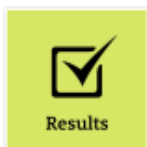


Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Focus on providing a positive customer experience
- Support a customer-focused culture in the organisation
- Demonstrate a thorough knowledge of the services provided and relay this knowledge 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
- Cooperate across work areas to improve outcomes for customers

Intermediate



Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek clarification when unsure of work tasks
- Complete own work tasks under guidance within set budgets, timeframes and standards
- Take the initiative to progress own work
- Identify resources needed to complete allocated work tasks

Foundational





Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Ask questions to explore and understand issues and problems
- Find and check information needed to complete own work tasks
- Identify and inform supervisor of issues that may have an impact on completing tasks
- Escalate more complex issues and problems when these are identified
- Share ideas about ways to improve work tasks and solve problems
- Consider user needs when contributing to solutions and improvements







Foundational




	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> • Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others' health and safety • Escalate issues when these are identified • Follow government and organisational record-keeping requirements 	Foundational
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security 	Foundational

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational

	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational