

Role Description

Visitor Services Experience Officer



Cluster	Department of Enterprise, Investment & Trade
Agency	Museums of History NSW
Division/Branch/Unit	Museum Operations & Visitor Services Division/City & House Museums Portfolios
Location	Sydney
Classification/Grade/Band	Clerk Grade 3/4
Role Number	CMP050, CMP051, HMP002 & HMP003
ANZSCO Code	639411
PCAT Code	1337292
Date of Approval	TBA
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

Support the Visitor Services Coordinators to lead daily front of house services and teams in the delivery of optimum customer experiences across the City Museums/House Museums Portfolio sites.

Key accountabilities

- Collaborate with and support the Visitor Services Coordinators to ensure delivery of high-quality visitor experiences through outstanding customer service, information and advice regarding the site's exhibitions,

education programs, public programs and events; effective response to visitor enquiries, complaints and feedback and identification of opportunities to further strengthen visitor experiences.

- Undertake responsibility for the day-to-day coordination of all City/House Museums Portfolio volunteers to ensure suitable coverage and customer services standards in the delivery of services to visitors.
- Liaise with and assist the Visitor Services Coordinator to facilitate all City/House Museums Portfolio Volunteers training, communications and recruitment.
- Support rostering the City/House Museums Portfolio’s Visitor & Interpretation Officers under the supervision of the Visitor Services Coordinator to facilitate museum operations and liaise with Bookings Services and other teams across agency to manage groups, special events and internal bookings.
- Provide timely and efficient administrative support to facilitate efficient visitor services.
- Support retail logistics to oversee stock movements, receipt control and visual merchandising in the Portfolio’s museum shops.
- Maintain proficiency in a range of systems in order to communicate daily events and bookings to front of house teams and prepare rosters, determining priorities for daily resource allocation.
- Supervise front of house operations in the absence of Visitor Services Coordinators to ensure appropriate levels of guidance and support for the Visitor & Interpretation Officers and Volunteers.

Key challenges

- Maintaining the highest standards in customer service across a diverse range of day-to-day and recurring activities, whilst responding to immediate operational needs.
- Exercising effective judgement in balancing competing demands, complex operational needs and priorities to maintain professional high-quality visitor service.
- Recognising opportunities for improvements to visitor services and customer service standards and processes and providing support for recommended changes.

Key relationships

Who	Why
Internal	
Visitor Services Coordinator	<ul style="list-style-type: none"> • Provide regular updates on projects, issues, priorities and weekend operations. • Receive direction on requirements for the coordination of museum services including rostering and calendar management. • Provide administrative support to Visitor Services Coordinators. • Assist with planning, communication and administrative processes, work prioritisation and staff organisation.
Visitor & Interpretation Officers	<ul style="list-style-type: none"> • Provide advice on programs, displays, tour bookings and resource needs. • Plan and communicate staffing requirements and rosters. • Action communications in a timely manner to internal and external parties. • Apply advanced leadership skills whilst providing supervision and support to front of house teams in the absence of the Visitor Services Coordinators.
Museum Volunteers	<ul style="list-style-type: none"> • Provide advice on programs, displays and tour bookings. • Apply advanced leadership skills whilst providing supervision and support to front of house teams in the absence of the Visitor Services Coordinators.

Who	Why
	<ul style="list-style-type: none"> In collaboration with Producer, Volunteers & Interns Program and under direction of the Visitor Services Coordinator take responsibility for day-to-day coordination of Museum volunteers across the portfolio.
Operations Coordinator	<ul style="list-style-type: none"> Liaise with on all resource needs for front of house to ensure the smooth running of museum operations. Work with to develop and enact any FOH procedural changes under direction of the Visitor Services Coordinator. Receive advice re Portfolio operational financial compliance.
Retail Team	<ul style="list-style-type: none"> Liaise with regularly to communicate changes in inventory, promotions and visual merchandising to the visitor services team. Collaborate with to oversee inventory management for stock transfers and support retail shop stocktakes to ensure up to date records and appropriate stock levels.
Digital Interpretation Support Technician and Digital & Design Team	<p>Some of the Visitor Services Experience Officer roles will be required to:</p> <ul style="list-style-type: none"> Liaise with to ensure all AV systems are functional and the visitor experience is operational. Receive training from regarding providing on-site support as required.
Other City/House Museum Portfolio staff and other Teams/Portfolios	<ul style="list-style-type: none"> Provide advice on displays, tour bookings, procedures and resource needs. Instigate networking and maintain effective interaction and cooperation across the Agency. Manage the site diary to ensure effective communications amongst the Portfolio team and delivery of excellent customer service.

External

Visitors	<ul style="list-style-type: none"> Model the delivery of excellent customer service during ticket & retail sales to the visitor services team. Deliver site interpretation, information and tours/talks as required. Provide information about tours, programs, events, membership program, MHNSW and answer general enquires. Monitor visitor movement and flow throughout the Portfolio sites to ensure the best possible visitor experience. Ensure visitors observe conditions of entry and security of collection and sites.
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Role dimensions

Decision making

This role:

- Exercises discretion and judgement, within overall direction from the Visitor Services Coordinator, for planning, organising and implementing priorities and managing day-to-day operational requirements.
- Makes decisions and applies judgement in planning and selecting appropriate resources and equipment, options and processes required to deliver agreed outcomes, with minimum or no supervision. Consults with supervisor on issues with the potential to escalate or create precedent.
- Refers to supervisor for decisions that require change or fall outside standard guidelines and practices.

- Exercises discretion and judgement in referral of enquiries/requests and/or complaints and correspondence.
- Takes active ownership of own work.

Reporting line

This role reports to the Visitor Services Coordinators, City/House Museums Portfolio.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Some of the Visitor Services Experience Officer roles will work a fixed roster including ongoing regular weekends, while other roles will be required to work flexibly which may include weekend and after hours work to support museums operations and special events as required.
- Extensive experience in busy customer service roles.
- Experience working with a range of relevant office productivity software applications and business systems for web, visitor and event management.
- Current first aid certificate.
- Current NSW Working With Children Check.
- Possession of a valid NSW driving 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 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> • Co-operate across work areas to improve outcomes for customers • 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
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