

CITY OF WANNEROO POSITION DESCRIPTION

POSITION TITLE: Museum Engagement Officer	DIRECTORATE: Community & Place	DATE: November 2024
REPORTS TO: Museum Curator	SERVICE UNIT: Cultural Development	LEVEL: 4
POSITION NUMBER: CD13008/ CD13007	SUB UNIT: Cultural Services	ROLE FOCUS: Service
ROLE BALANCE: (People/Scheduling/Technical) 60/10/30	JOB FAMILY:	ANZSCO CODE:

ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

DIRECTORATE CONTEXT

The **Community & Place Directorate** has a very strong interface with the community, providing community infrastructure, programs and services as well as advocating for funding and services by other agencies. We provide support for a diverse range of community priorities and encourage the growth of self-sufficient community organisations to assist with addressing these priorities.

POSITION CONTEXT

Under direct supervision of the Museum Curator, this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, guided by established policies, procedures, methods and guidelines to undertake activities where the actions and steps are prescribed to meet current and anticipated changing organisational needs.

The role communicates with a range of customers and stakeholders including vendors and suppliers; members of the public; school educators and students, and City Leaders and employees. Post-holders must be able to communicate with a wide variety of people in a professional manner, displaying patience, tact and diplomacy when needed.

This role may work outside of normal business hours to support the delivery of service unit activities. This role requires a level of physical fitness for some activities undertaken.

A challenging aspect of the role is undertaking accurate, consistent work and customer service within an environment that includes regular interruptions and competing priorities.

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent's skills, qualifications and training. A positive, proactive approach to change is required.

FUNCTIONAL ACCOUNTABILITY

Provides information, customer service and museum programs to the community, ensuring that service delivery is timely, effective and efficient and meets both customer needs and corporate standards.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

KEY ACCOUNTABILITIES

KEY RESULTS AREAS	OUTCOMES
Collaboration & Teamwork	<ul style="list-style-type: none"> • Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines. • Thinks critically and actively collaborates with colleagues and Leaders. • Contributes to the development of business improvement initiatives.
Customers & Stakeholders	<ul style="list-style-type: none"> • Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution. • Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.
Efficient & Effective Delivery	<ul style="list-style-type: none"> • Deliver timely and accurate front-of-house museum services, including opening and closing procedures, coordinating bookings, maintaining public areas, and providing administrative support to ensure smooth operations. Assist in planning, promoting, and delivering museum programs and events that meet customer needs, enhance visitor experiences, and contribute to increasing patronage and engagement with the City’s heritage, museum collections and stories. Propose and implement innovative ideas and business improvement initiatives to enhance efficiency, visitor satisfaction, and overall museum services within areas of responsibility.
Systems & Processes	<ul style="list-style-type: none"> • Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements. • Follows the City’s administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required. • Contributes to the development of processes and procedures that support the work of the Service Unit.
Resources, Governance, Compliance & Risk	<ul style="list-style-type: none"> • Ensures knowledge of, and complies with safety, legislative, regulatory, financial and administrative frameworks. • Represents the City in an honest, ethical and professional way, ensuring adherence to the City’s Code of Conduct. • Demonstrates high and proactive concern for health, safety, environment, community and the City’s reputation.

CAPABILITIES REQUIRED

Qualifications, Requirements and Experience:	Skills and Knowledge:
<ul style="list-style-type: none"> • Qualification in a relevant discipline such as museum studies, history, or relevant experience in a cultural institution customer service environment. 	<ul style="list-style-type: none"> • Intermediate administrative and financial skills with a strong attention to detail • Intermediate computing, numeracy and literacy skills. • Intermediate keyboard / data entry skills.

- Intermediate experience in the efficient utilisation of information systems and technology.
- Current Working with Children Check.
- Intermediate communication and problem solving skills with a focus on providing customer service.
- Intermediate organisational and time management skills, with the ability to prioritise competing tasks.
- Ability to work autonomously and in a team environment.
- Knowledge of the practical application of occupational health and safety measures in the workplace, including operations where interaction with members of the public may be reasonably expected to occur.

Key Stakeholder Relationships:

- Support the Coordinator Cultural Services and Museum Curator to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

Role Authorities:

- Local Government Act Regulations and Act delegations, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

VERIFICATION

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

Leader Name

Elizabeth Kruger
Signature



Date

14 November 2024

Next Up Leader Name

Lesley Wilkinson
Signature



Date

15 November 2024