



POSITION DESCRIPTION

Division: Cultural Facilities Corporation

Position Number: 9014

Business Unit: ACT Historic Places

Classification: SOG C

Position Title: Assistant Director, Visitor Engagement and Interpretation

Location: Lanyon Homestead

Last Reviewed: October 2021

DIRECTORATE OVERVIEW

The Cultural Facilities Corporation is an ACT Government statutory authority established under the *Cultural Facilities Corporation ACT (1997)*, to manage the following significant cultural venues in Canberra:

- ACT Historic Places ([Lanyon Homestead](#), [Calthorpes' House](#), and [Mugga-Mugga Cottage](#))
- [Canberra Museum and Gallery](#) including [The Nolan Collection](#)
- [The Canberra Theatre Centre](#)

DIVISION OVERVIEW

ACT Historic Places is responsible for the management, operation, conservation and interpretation of three heritage listed properties as public museums and tourism sites, including Lanyon Homestead, Calthorpes' House and Mugga Mugga Cottage. Each of these places include built and landscape heritage with ecological and cultural significance relating to the Aboriginal and non-Aboriginal history of the Canberra region as well as significant collections relating to their history.

The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, and understand, demonstrate and work within the principles and practices of Workplace Diversity and Equity, Workplace Relations and Work, Health and Safety and the ACT Public Service Code of Conduct.

POSITION OVERVIEW

To lead the development and delivery of research, exhibitions, education and public programs, visitor and commercial services and events that showcase the significant stories and heritage of ACT Historic Places and the Canberra region in engaging and innovative ways.

This position manages a high performing team to position Lanyon Homestead, Calthorpes' House and Mugga Mugga Cottage as leading education, museum and cultural heritage tourism destinations through, innovative curatorial programming, high-quality experiences and exceptional visitor services.

This position reports to the Director, ACT Historic Places. The following positions reports to the Assistant Director, Visitor Engagement and Interpretation:

- Museum Program Producers
- Curator, Research and Interpretation
- Visitor and Commercial Services Coordinator

WHAT YOU WILL DO

Under limited direction:

1. Lead the curatorial development, management and implementation of onsite and online exhibitions, learning and public programs, research, publications and events that broadens our engagement with our audiences and communities, and provide opportunities for our visitors to explore the stories of Lanyon Homestead, Mugga Mugga Cottage and Calthorpes House through innovative and engaging ways.
2. Project management of learning, events and exhibitions programs, and visitor and commercial operations to ensure their successful planning, delivery, resourcing, budget management, procurement and contract management.
3. Deliver exceptional visitor experiences through high quality customer service and interpretation, marketing and communications, retail, hospitality and commercial operations.
4. Provide the strategic direction, leadership and management of the Visitor Engagement and Interpretation Team, including supporting staff well-being and development.
5. Foster internal and external relationships, including government and non-government organisations to develop opportunities that strengthens the role and sustainability of ACT Historic Places within the museum, cultural arts and heritage, education and tourism sectors.
6. Support the Senior Executive to provide advice and perform higher level management tasks such as contribution to strategic and business planning, preparation and management of staff work plans, budgets, presentations, risk assessments, policies and procedures and reporting. Assist with the leadership and management of ACT Historic Places generally.
7. Understand and work within the ACTPS Code of Conduct and ACTPS values of respect, integrity, collaboration and innovation, and model behaviour consistent with the ACTPS Respect Equity and Diversity framework. Understand and work within Work, Health and Safety framework and requirements.
8. Other reasonable duties as directed.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

1. Strong understanding of contemporary museum and education practices, demonstrated knowledge of Australian history and research; and demonstrated experience in leading and developing interpretative strategies for a social history or historic site museum that engages with audiences in creative and innovative ways.
2. Demonstrated project management experience to deliver exhibitions and other visitor-experience products, including project planning, working with consultants/contractors, budget management, procurement and contract management.
3. Strong understanding of cultural tourism principles and demonstrated experience in visitor services management including customer service, digital marketing and communication, and events delivery for a cultural tourism site.
4. Demonstrated experience in managing and leading a multi-disciplinary team to achieve agency priorities and objectives. Well-developed interpersonal and organisational skills, and ability to set and manage multiple tasks.
5. Demonstrated ability to build and maintain productive working relationships with key stakeholders and develop strong networks and partnerships to achieve objectives. Highly developed written and oral communication, negotiation and presentation skills.

Compliance Requirements / Qualifications

1. Relevant tertiary qualifications (such as in History, Arts, Education, Cultural Heritage or Museum Studies) are desirable.
2. A current driver's licence is essential.
3. First Aid Certificate (or willingness to obtain one).
4. Working with Vulnerable People Registration (or willingness to register).
5. Occasional out of hours work, including weekends, will be required.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Museum Conservation Assistant and indicates how frequently each of these requirements would be performed. Please note that Cultural Facilities Corporation is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

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ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Frequently
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Occasionally
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally
Walking on uneven surfaces/terrain	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
Climbing	Occasionally
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Occasionally
Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Occasionally