



NATIONAL ARCHIVES OF AUSTRALIA

Position Description

Position number	Various
APS Level	APS 3
Branch & Section	Access and Public Engagement Branch, Public Programs Section
Position title	Visitor Services Officer – Education Delivery
Job Role	Gallery/Museum Guide (230201)
Location	Parkes, ACT
Status	Non-ongoing, with possible ongoing (permanent) employment, fulltime, part-time and casual positions will be offered
Security designation	Baseline
Salary range	\$60,102 to \$65,124 fulltime equivalent (casuals receive 20% loading)
Contact Officer	Michelle Hughes, Assistant Director Learning and Visitor Experience (02) 6212 3967 Michelle.hughes@naa.gov.au

About the role

Public Programs is responsible for developing and delivering interpreted, engaging and curated programs aimed at providing access with the national archival collection in the richest possible ways. Public Programs develops and delivers programs onsite, offsite and online through exhibitions, touring, temporary and permanent lifelong learning programs, school programs and digital experiences.

Under general direction the main duties of the role are to:

- Deliver engaging and informative education and lifelong learning programs to school groups and visitors.
- Assist with the provision of basic research to develop new programs.
- Provide high quality customer service to visitors, including providing cloaking services, responding to requests and providing accurate information on exhibitions, programs, amenities and resources.
- Perform administrative duties including switchboard operations, collating daily statistics, processing invoices, operate a point of sales system and other administrative duties as directed.
- Monitor and maintain the presentation of public spaces
- Provide emergency and First Aid response as required
- Apply the principles of APS Values, Code of Conduct, workplace diversity, work health and safety and participative management within a work and team environment.
- Apply the National Archives' Vision, Mission and Commitments as expressed in The Archives Way.

The successful applicant must have the ability to obtain a Working with Vulnerable People Registration.

A demonstrated interest in and knowledge of Australian history and museums, and experience in customer service or presentation skills are desirable.

Who we are

The National Archives of Australia (the National Archives) can best be described as the memory of our nation, collecting, preserving and providing access to Australian Government records that reflect our history and identity.

Our mission: To connect Australians with their identity and history through our stewardship of Australian Government records

Our vision: To be a world leading archive in this digital age

We operate in a complex, challenging and changing environment requiring professional and robust risk management. We support a positive risk culture where risks are discussed regularly and either accepted or actively managed to prevent or reduce their impact. The National Archives recognises that the factors that generate risks can also create opportunities, particularly in our rapidly changing digital environment.

The National Archives is committed to:

- service excellence
- leadership
- innovation
- responsibility
- collaboration

The National Archives is also committed to developing the capability and expertise of our staff, we offer a Studies Assistance Program that supports staff to achieve individual goals as well as increasing their capacity to help achieve the National Archives' strategic objectives. Our Health and Wellbeing program encourages and supports a healthier workplace and healthy lifestyle changes for employees.

Are you eligible?

To be eligible for the role you must be an Australian citizen. If you are selected, you will be required to successfully undergo a pre-employment check and be able to obtain and maintain a security clearance at a Baseline clearance level.

The successful applicant must have the ability to obtain a Working with Vulnerable People Registration.

How to apply

You need to apply through our [e-recruitment system](#).

Your application will need to include:

- the names and contact details of at least two referees, one of whom should be a current supervisor.
- your current resume.
- statement (1000 words maximum), describing how your skills, knowledge, and experience/qualifications would enable you to perform the duties of the role taking into account the "[Performance Expectations](#)" at the relevant classification and the National Archives' Vision, Mission and Commitments as expressed in the "[Archives Way](#)".

The National Archives has a skilled and diverse workforce. We value our people, performance, integrity and service, and we encourage applications from Aboriginal and Torres Strait Islander people, people with a disability and people from every cultural and linguistic background.