



## POSITION IDENTIFICATION

Position Title:	<b>VISITOR EXPERIENCE OFFICER (WEEKDAY   Wednesday - Thursday)</b>
Position status:	Fixed-term part-time position for three (3) years (0.4 FTE / 15.0 hours per week) with potential for renewal of contract
Remuneration package:	\$46,000 - \$52,000 per year annum 10% superannuation
Venue Type:	incorporating <i>Fairhall</i> exhibition-house, Administration Office, Reference Library, and SHOP
Office Location:	East Melbourne

## ORGANISATIONAL OVERVIEW OF THE JOHNSTON COLLECTION

The Johnston Collection (TJC) is a multi-award-winning and critically acclaimed museum centered in an historic East Melbourne townhouse.

The museum partners with creatives from contemporary arts communities to re-interpret the collection in a regular program of re-installation and interventions of the permanent collection and offers special exhibitions, study days, lectures, and workshops throughout the year, covering a range of museum topics, themes, and practices.

TJC's vision is to engage audiences with the visual arts and design, and it is dedicated to delivering programs that present challenging and enriching experiences for visitors of all ages and backgrounds.

Located in one of the most beautiful residential areas in Melbourne, TJC opened to the public in November 1990. Established as an independent, not-for-profit public museum by The W R Johnston Trust, TJC is the legacy of William Robert Johnston (1911-1986), an antique dealer, collector, and real estate investor, who left his estate for the education and enjoyment of others. TJC offers its visitors a unique intimate engagement with English Georgian and Regency periods sometimes in dialogue with contemporary artists' work.

In addition, the organisation is tightly controlled by a *Planning Permit* to operate issued by the City of Melbourne. The Planning Permit impacts on marketing the organisation and creates particular challenges in making TJC visible and accessible to the wider public.

Recently TJC was successful in its application to the City of Melbourne for a new *Planning Permit (TP-2019-62)*, which means TJC will now have the opportunity to operate 7 days per week and to be open to the public for 5 days a week.

The new Planning Permit will change the way we have opened and operated the museum over the last 30 years, and it will be a timely, necessary, and exciting time of continuing change and adaptation over the next year.

### **OVERVIEW OF THE POSITION**

The roles of Visitor Experience Officers (VEOs) contribute significantly to the experience of visitors to TJC. They enrich the experience of our visitors by providing professional service in a friendly and welcoming manner.

Working closely with the VEO (Weekend | Friday - Sunday), the VEO (Weekday | Wednesday to Thursday) ensures the smooth running of all TJC front-of-house operations. The Visitor Experience team is the public face of TJC; they significantly contribute to the experience of visitors by providing outstanding and enriched customer service.

The VEO is typically the first point of contact for visitors to TJC. The role transports our visitors in the courtesy bus, welcomes all visitors to TJC, provides assistance to visitors and guests regarding cloaking, ensures the safety of visitors, information regarding programs, events, activities, and facilities within TJC. The VEOs also assist with safety and security of visitors and artworks.

VEO staff wear a unifying garment that identifies them as TJC staff. The position involves safely driving the courtesy bus, standing for periods of time, and actively interacting with all our visitors.

The VEO role is pivotal to ensuring clear and consistent communication regarding programs and facilities to our volunteers and visitors. They provide daily briefings to all volunteers and ensure rostering of volunteers is adequate and organises any changes as required. The role performs general administration for front-of-house and ensures the highest level of customer service at all times. The VEO also liaises regularly with administration staff, external contract staff, clients, and suppliers.

The VEO is an experienced and enthusiastic individual who can successfully provide support to staff and volunteers in maintaining TJC's standards of presentation and preservation to the public. This position also provides collaborative support to the VEO (Weekend | Friday - Sunday) role.



## POSITION DESCRIPTION

### 1. POSITION IDENTIFICATION

<b>Title</b>	<b>VISITOR EXPERIENCE OFFICER (WEEKDAY   Wednesday - Thursday)</b>
<b>Reports to</b>	CEO
<b>Salary</b>	\$46,000 - \$52,000 per year annum 10% superannuation
<b>Employment Status</b>	3-year fixed term contract 0.4 FTE (2 days per week / or by negotiation) with potential for renewal of contract Some weekend, after hours work, and other nominated events is also required.

### 2. POSITION OBJECTIVE

The VEO is responsible for and provides the timely, efficient, and safe operations of all front-of-house duties at TJC. The VEO ensures a welcoming and positive experience to all visitors to TJC.

Under the general direction of the CEO, and in consultation with stakeholder groups, the VEO will undertake the following broad areas of work and duties:

### 3. COMPETENCIES REQUIRED

The following competencies are required for this position:

<b>Management</b>	Set priorities and manage time effectively to ensure deadlines are met and tasks are completed within agreed time frames.  To work effectively unsupervised or as part of a team.  To have the ability to coordinate and supervise others in regard to the exhibition-house and public program participants.
<b>Communication</b>	Excellent verbal and written communication skills. The ability to

	<p>communicate with internal visitors to TJC as well as external individuals, organisations, and suppliers.</p> <p>The ability to communicate with volunteers and staff and to clearly and concisely explain front-of-house procedures to all visitors.</p>
<b>Teamwork</b>	The ability to work with other members of staff and volunteers in a cooperative manner.
<b>Problem solving</b>	To use initiative and technical skills to assess and resolve day-to-day matters and where necessary seek direction from the CEO, A+CM, or VEO (Weekend   Friday - Sunday)
<b>Planning and organising</b>	Identify daily, weekly, quarterly, and annual tasks in a work plan to ensure adequate time and resources are available to complete the activities.
<b>Technology</b>	<p>Having a range of IT skills, including MS Office suite (Microsoft Word, Excel, Outlook) as well as retail POS systems and online webstores such as Shopify, and be an adept user of the internet, email, and social media platforms, email and diary management and data entry.</p> <p>Experience of online booking, rostering systems and online retail, POS, inventory, and customer loyalty platforms</p> <p>Hold a current Manual Drivers License. *</p>
<b>Learning</b>	Managing own learning and professional development to ensure relevance and currency of technical skills, including updating driver's license* if required.

#### 4. KEY PERFORMANCE OBJECTIVES

Support TJC in delivering high quality visitor experiences by maintaining outstanding customer service at all times.

Welcome all customers, provide information and informed interpretation of TJC's exhibitions, public programs, and events.

Provide appropriate assistance to visitors with specific needs. Dealing with any unforeseen front of house circumstance as they arise, making and carrying out appropriate and effective decisions of behalf of management, following through with appropriate consultation and communication with other staff as necessary.

<p>Assist, when needed, volunteer guides and other volunteers.</p> <p>Answer telephone calls and email enquiries to TJC and redirect as necessary</p>
<p>As a designated key-holder, be familiar with activating and deactivating the alarm systems and the use of other utilities.</p> <p>As required, be capable of and take responsibility for the unlocking and locking of the Museum during normal working hours, and at other times, as required in keeping with agreed procedures.</p> <p>Be available for emergency <i>out of hours</i> call out duties in connection with alarm activations and/or other emergency alerts, if required.</p>
<p>Provide efficient transport of visitors to and from TJC via our courtesy bus from a nearby collection point (Pullman Melbourne on the Park)</p>
<p>Prepare front-of-house spaces and resources for all programs and activities within the museum including exhibition tours, lectures and workshops (both online and IRL), events, and launches in an efficient and cost-effective manner.</p>
<p>Ensure a safe, comfortable, and clean environment for all visitors and guests which will require light cleaning duties to ensure the presentation of the museum kitchen, break room, and Fairhall are maintained in a clean and organised state.</p>
<p>Assist in the operation of public programs, activities, and events, when required, including exhibition de/installation. Undertaking manual tasks that include lifting, and standing for long periods, as well as working on stairs and uneven surfaces.</p>
<p>Report maintenance and cleaning issues promptly and conduct regular checks of all public areas. Ensure courtesy bus is serviced to plan.</p>
<p>Promote safe working practices and ensure sufficient supervision, instruction, and equipment to undertake work safely.</p>
<p>Provide retail customer service, including retail and online sales and ensure the collection, counting and receipting of all money from retail sales at the end of each day and ensure there are sufficient floats to meet retail requirements.</p>
<p>Ensure shop stock is maintained, including receiving delivery orders and processing stock.</p>
<p>Anticipate and maintain sufficient and tidy stock of front-of-house supplies and undertake office duties, such as paper shredding, tidying the kitchen, changing bins, etc.</p>
<p>Establish and maintain systems and processes for the efficient and cost-effective provision of front-of-house services.</p>

Dealing with any unforeseen front-of-house circumstances as they arise, making and carrying out appropriate and effective decisions on behalf of management, following through with appropriate consultation and communication with other staff as necessary.

Effectively handle visitor and guest complaints, including receiving and recording visitor feedback.

This position is based at East Melbourne, but the position holder will need to be prepared to travel to other locations during the course of their duties from time to time.

Other duties as required from time to time by the CEO

## 5. PERSON SPECIFICATION

The person we are looking for is a dynamic team player who works well within a team and has a genuine desire to provide excellent customer service.

They are punctual, reliable and has good interpersonal skills. They are a positive ambassador for TJC and prides themselves on professional presentation. They will be required to familiarise themselves with all TJC exhibitions and be happy to support visitors and colleagues.

They will be respectful, courteous, and cooperative in all dealings with visitors, peers, and supervisors. They are self-motivated and able to perform work in a timely manner with minimal supervision. They will have the ability to resolve differences and conflicts and be open to change within the organisation.

## 6. KEY SELECTION CRITERIA

### ESSENTIAL

- An effective team player with the ability to work cooperatively and positively in a sensitive and confidential environment
- Previous experience in a customer service (or hospitality) role, providing the highest standard of service including an awareness of cultural sensitivities
- Commitment to TJC's objectives, including making art accessible to a broad range of audiences
- Interest in or knowledge of arts and culture
- Understanding of security issues with regard to artwork and safety of people and be comfortable directing others in emergency situations
- Must have a good level of physical fitness
- An understanding of the function of the position within its organisational context, including relevant policies, regulations, and precedents

- Skills in managing time, setting priorities, and planning and organising one's own work, to achieve specific and set objective in the most efficient way possible
- Excellent communication and presentation skills and the ability to liaise effectively with a wide range of stakeholders and be comfortable with public speaking
- Demonstrated interpersonal skills which include motivation, persuasion, and conflict resolution
- Current Manual Drivers Licence\*
- General administration and proficient computer software competency including retail POS systems, online webstores, and in MS Office Suite
- Knowledge and understanding of equal employment opportunity (EEO)
- Knowledge and understanding of occupational health and safety (OH&S)

#### **DESIRABLE**

- Previous experience working with the general public within museums/ gallery/ visitor attractions, not-for-profit sector
- Previous exposure to emergency evacuation procedures
- Previous experience working with staff rosters and a casual or volunteer workforce
- First Aid Certificate
- Responsible Service of Alcohol (RSA) Certificate
- Experience in working with people from a broad range of other cultures
- Experience in online booking and roster system

## **7. ORGANISATIONAL RELATIONSHIPS / AUTHORITY**

### **ORGANISATIONAL RELATIONSHIPS**

**Reports to:** CEO

**Manages:** NIL

**Internal Contacts:** Administration and Communications Manager (A+CM), Visitor Experience Officer VEO (Weekend | Friday - Sunday), Accountant, volunteer groups, and volunteers

**External Contacts:** Visitors and customers, lenders, casual hirers and user groups, Pullman Melbourne-on-the-Park concierge and doormen, artists, lecturers, suppliers, neighbours, et cetera

### **ORGANISATIONAL AUTHORITY**

Decisions made in the position:

- Delegating tasks to volunteers
- Problem solving, customer enquiries and complaints
- Rostering volunteers

- Expenditure under delegated limits.

Decisions referred:

- Any difficult situations or enquiries which cannot be dealt with
- Expenditure over delegated limits.

## 8. OCCUPATIONAL HEALTH AND SAFETY

Employees are responsible and accountable for:

- Compliance with workplace policies and procedures for risk identification, risk assessment and risk control
- Active participation in activities associated with the management of workplace health and safety
- Identification and reporting of health and safety risks, accidents, incidents, injuries, and property damage at the workplace
- Correct utilisation of appropriate personal protective equipment

### **TERMS AND CONDITIONS OF EMPLOYMENT AND OTHER RELEVANT INFORMATION**

The tenure of this position is part-time (0.4 FTE or 15 hours per week) for a fixed term of three (3) years with potential for renewal of contract. The regular workdays for this role are from Friday to Sunday (inclusive) from 8:30 am to 4:30 pm.

The salary package is based on a 37.5-hour week and twenty (20) days per annum sick leave of ten (10) days per annum (which includes sick leave and carers leave) and 10% superannuation company contribution. Entitlements are pro-rata for part-time employees.

The position is based in East Melbourne and may involve occasional travel. There will be occasions when the hours of duty may be required to be undertaken beyond the usual spread of hours such as some evening and weekends, for events or exhibition openings.

The appointment is subject to the successful completion of an initial three (3) month probationary period, thereafter termination by either party will require written notice of four (4) weeks (one month).

General terms and conditions as described further in the *Terms and Conditions of Employment and the Employment Policies and Procedures Manual*.

The preferred applicant will be required to hold a satisfactory Police Check and a Working with Children Check.

The preferred applicant will be required to hold a current [manual] driver's licence\* (prior to commencement in the position) to fulfill the inherent requirements of this role.



\*TJC is considering upgrading its courtesy bus. The successful applicant will understand that they may be required to successfully obtain a Light Rigid (LR) Victorian heavy vehicle licence, if required.

You may be provided with or use equipment that contains electronic monitoring devices.

Compliance with TJC's drug and alcohol policy stipulates that all employees and contractors are responsible to be drug and alcohol free while at work.

Some flexibility in working hours is required including early starts, weekends and/or evening work.

As this is a shared role, the two position holders will mutually arrange and coordinate their annual leave in advance to cover each position, to maintain the regular opening hours of TJC.

In order for us to work within a requirement of our Planning Permit issued by the City of Melbourne, it is a legal requirement for staff or volunteers not to park their car in the vicinity of TJC at any time. We strongly advise that public transport is the best mode of transport to TJC.

**Further enquiries may be directed to: Louis Le Vaillant, CEO, The Johnston Collection**

## ACKNOWLEDGEMENT

This position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Employee:		CEO:	
Signature:		Signature:	
Prepared by:		Date Issued:	

TJC was bequeathed by William Johnston (1911 – 1986) to the people of Victoria in 1986 and is administered as an independent not-for-profit museum by The W R Johnston Trust

**PO Box 79 | East Melbourne VIC 8002 | AUSTRALIA**  
**+61 3 9416 2279 | [info@johnstoncollection.org](mailto:info@johnstoncollection.org) | [johnstoncollection.org](http://johnstoncollection.org)**

## APPLICATION GUIDELINES

***These guidelines are provided to assist you in submitting your application for the advertised position with The Johnston Collection.***

***Please ensure that you read the instructions carefully, prior to submitting your application***

Attached is a position description which will provide information on the advertised position. If you require any further information regarding this position, please contact The Johnston Collection (03) 9416 2279

Applications should be marked 'Confidential' and may be submitted by:

**Email:** [admin@johnstoncollection.org](mailto:admin@johnstoncollection.org) (Preferred option)

**Post:** The Johnston Collection | P O Box 79 | East Melbourne VIC 8002

Please ensure that your application includes:

- Covering Letter (max. 1 page)
- A copy of your current resume
- A statement addressing each selection criteria.
- A phone number you can be contacted on during normal business hours. Should we contact you, we assure confidentiality will be maintained.

Applications must be received by midnight Saturday 17 October 11:59pm.

Applications will be short-listed for interview based on the responses to the selection criteria.

Please note: if your application is successful, we will require the following documents prior to commencement:

- If your birthplace is outside Australia, documents proving you are legally able to work in Australia, i.e. evidence of citizenship/permanent residency status or working visa.

**For further information on The Johnston Collection, please visit our website at [www.johnstoncollection.org](http://www.johnstoncollection.org). Again, thank you for your interest in this position; we look forward to receiving your application.**