

Museum of Brisbane Position Description

Position title	Experience Manager
Reports to	Head of Experience
Direct Reports	1 Full-time, 2 Part-time
Hours	Full - time

ABOUT MUSEUM OF BRISBANE

This is a unique opportunity to join one of Australia's largest city Museums. Museum of Brisbane (MoB) is central to conversations about the evolving life of Brisbane, its histories and contemporary cultures.

MoB presents an award-winning program of exhibitions, events, tours and talks to encourage life-long learning. The Museum collaborates with our city's talented artists, designers, writers, historians and storytellers to create a program that reflects our contemporary culture and deepen our understanding of place.

We acknowledge the First Nations peoples of Brisbane, the Yuggara, Turrbul, Jinabara, Quandamooka and neighbouring clan groups. We are privileged to work closely with Elders, artists, writers and storytellers to celebrate and share the knowledge, art and histories of our First Nations communities.

Museum of Brisbane is home to the Museum of Brisbane Collection, which incorporates the extraordinary Easton Pearson Archive, and the historical City of Brisbane Collection (from 1859).

We value collaboration, encourage access, share knowledge, and represent distinct voices and perspectives in a lively conversation. In 2019, MoB initiated Brisbane Art Design (BAD) a city-wide bi-annual festival to celebrate and promote Brisbane's creative communities.

MoB is a subsidiary company of Brisbane City Council and a not-for-profit organisation that thrives on the support of visitors and our community.

Purpose of Position

The Experience Manager oversees the implementation of a comprehensive event and visitor experience strategy that promotes increased visitation, affinity, revenue generating opportunities and philanthropic support for the Museum.

Reporting to the Head of Experience, this role leverages the Museum's distinctive mission, brand, and identity, to deliver events and experiences that successfully engage the full range of Museum audiences, from first-time visitors, tourism partners to key sponsors, donors and supporters.

This position keeps abreast of partnership opportunities to develop experience packages and requires a high degree of flexibility and the ability to manage effectively, both directly and by influence to lead a dynamic 'audience focused' approach for MoB.

Key Responsibilities

- Manage the planning, and production of all onsite and offsite public, donor and sponsor events by working closely with external clients (corporate, private, colleague and commercial) and event partners to ensure customer expectations are continually met and exceeded.

- Provide broad oversight, coordination, and expertise in support of the full range of public engagement programs from tours, school bookings and group bookings offered throughout the Museum and in external locations.
- Manage the Experience team to develop innovative and engaging group booking itineraries and tourism packages and smooth and efficient running of events.
- Provide day to day leadership of the MoB Visitor Experience team, which includes full-time, part-time and casuals (18) to ensure a positive team environment and high standards of presentation and security within galleries and other public spaces.
- Set and reinforce the Museum's standards for outstanding customer service in collaboration with the curatorial, programming, and business services teams.
- Manage the booking system and CRM.
- Communicate across the team about upcoming program of events, tours and activities.

Selection Criteria

- 5 years relevant experience planning and overseeing special events, tours, public attractions/hospitality, and customer service.
- Excellent organisational skills and attention to detail to ensure the delivery of projects on time and within budget.
- High level communication, writing, negotiation and presentation skills and proven ability to engage with a range of stakeholders in a strategic manner and communicate within a complex environment.
- Relevant experience in revenue generation and audience, budget, and relationship management and development.
- Demonstrated experience in effective communication to empower a dynamic, customer focused team.

This position requires a flexible approach to work practices including off site meetings, after hours and occasional weekend activities.

Apply

To apply, please send a copy of your resume and response to selection criteria, outlining your suitability for this role, to Michelle Eskola at Museum of Brisbane by **5.00 pm Friday 8 January 2021**.