

## Museum of Brisbane

### Position Description

<b>Position Title</b>	Visitor Experience Supervisor
<b>Reports to</b>	Experience Lead
<b>Hours</b>	Part Time. 4 days per week. Thursday (office) Saturday, Sunday plus one additional day (Mon or Tue) as Duty Manager. Hours are 9am - 5.15pm
<b>Salary</b>	Level 7 - Amusement, Events & Recreation Award
<b>Date</b>	August 2022

### 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 Yaggara, Turrabul, Yuggarrapul 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, and in 2022, MoB is produced Brisbane City Council's major outdoor art event in the City Botanic Gardens, *Botanica*

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 Visitor Experience Officer provides administrative support to the Experience Lead and also performs the role of Duty Manager, coordinating the front of house team on the day. This role will work one day in the office, and three days on the museum floor as Duty Manager. Administrative support to include rostering, managing bookings and assisting guests with more advanced requests, and assisting with reporting as required by the Experience Lead.

### Key Responsibilities

1. To be the point of escalation for the Visitor Experience Team for issues arising on the day when the Experience Lead is not onsite.
2. Rostering for the Visitor Experience, Retail, Learn and Events teams
3. Provide the highest quality visitor experience for all visitors and promote an inclusive, welcoming and vibrant community environment
4. To provide clear communication to visitors and MoB staff

### Duties

- Complete the compilation of the monthly roster in a timely fashion.

- Liaise with Visitor Experience Team members to collect availabilities to roster accurately.
- Liaise with internal departments to collect details of events and programs scheduled to roster accordingly.
- Complete reporting on visitor numbers and bookings as requested
- Manage the roster and daily run sheet, including finding staff to cover shifts or rearranging the run sheet to accommodate staff shortages
- Other duties from time to time as required
- When the Experience Lead is on leave, additional hours may be required

When performing the role of Duty Manager:

- Be the first point of contact for all visitors to Museum of Brisbane and communicate current and future exhibitions, events and programs
- Ensure the professional physical presentation of all areas of the Museum and conduct regular checks of all public areas, reporting maintenance and cleaning issues promptly
- Coordinate front of house administrative duties, including those specific to Museum preopen, open and post open
- Coordinate daily WHS pre and post set up and emergency checklist procedures
- Lead the daily toolbox meeting with front of house team
- Complete the Daily Report and distribute to All MoB Staff at end of day
- Contribute to the ongoing development of the VETSA and Visitor Experience Team manual
- In the case of an emergency situation, this position is the designated Area Warden and will follow set procedures as outlined in the WHS manual
- Audit lockers at the end of the day to ensure clearance of all cloaked items, and the locker area is clean and tidy
- Monitor and respond to queries from the bookings inbox and assist the Experience Lead with group bookings and other booking tasks as required
- Take all safety measures when performing duties to ensure the safety of yourself and others, as well as comply with Museum of Brisbane's WHS policies, procedures and Government legislation

### Selection Criteria

The successful applicant will demonstrate all or most of the following:

1. Experience working in a similar role ideally in a Museum/performance arts venue or busy customer service focused organisation
2. Experience in supervising and rostering staff.
3. Highly developed interpersonal skills and the ability to work effectively as part of a team and without direct supervision
4. Administrative skills including competency in Microsoft Office Suite in particular Outlook, Word, Excel and Powerpoint.
5. Knowledge or genuine interest in visual arts and social history
6. A commitment to the flexible hours that are inherent in the arts

### Essential

1. Blue Card
2. Current Floor Warden and First Aid Certification training will be provided