

Position Title:	Visitor Experience Supervisor
Department:	Engagement
Reports To:	Visitor Experience Manager
Direct Reports:	N/A
Salary Range:	Amusement, Event and Recreation Award - Grade 7

About Museum of Brisbane

Museum of Brisbane (MoB) is dedicated to celebrating the stories, places, and people of Brisbane. As the city's leading social history and art museum, MoB offers a vibrant, inclusive and dynamic program of exhibitions and programs year-round for locals and visitors to the city.

Purpose of Position

The Visitor Experience Supervisor provides both frontline and administrative support to ensure the smooth daily operations of the Museum of Brisbane's visitor experience. Working closely with the Visitor Experience Manager, this role is responsible for supervising the front-of-house team during weekend operations as Duty Manager and providing mid-week administrative coordination. Key responsibilities include managing staff rosters and timesheets, supporting group and tourism-sector bookings, assisting with guest enquiries, and general assistances to any other task required for the smooth running of the Visitor Experience Team.

This role is rostered Thursday to Sunday, with Thursday and Friday based in the office and Saturday and Sunday on the Museum floor in the Duty Manager capacity.

Key Responsibilities

Administrative Coordination (Thursday and Friday)

- Coordinate and maintain rosters for the Visitor Experience, Learn, Retail, and Events teams in consultation with internal departments.
- Manage timesheets and support payroll processes for Visitor Experience staff.
- Monitor and respond to the bookings inbox, coordinating group visits, tourism bookings and other guest enquiries.
- Support the Visitor Experience Manager with reporting tasks, data collection, and procedural updates.
- Provide general administrative and operational support to the Visitor Experience Manager as required. Contribute to the development and upkeep of the Visitor Experience Team procedures and training resources.

Duty Manager (Saturday and Sunday)

- Act as Duty Manager and first point of escalation for front-of-house issues when the Visitor Experience Manager is offsite.
- Provide leadership to the Visitor Experience team, coordinating daily floor operations and ensuring a welcoming, inclusive, and high-quality visitor experience.
- Lead daily toolbox briefings, allocate staff roles, and monitor front-of-house presentation and preparedness.

- Monitor and maintain the Museum's physical environment, conducting regular checks of public areas and reporting maintenance, safety or cleaning issues as required.
- Respond to visitor enquiries and provide accurate, up-to-date information on exhibitions, events, and programs.
- Manage incident response and act as Area Warden in line with MoB's Workplace Health and Safety (WHS) procedures.
- Take all safety measures when performing duties to ensure the safety of yourself and others, and comply with Museum of Brisbane's Workplace Health and Safety (WHS) policies, procedures, and Government legislation.
- Other duties from time to time as required.

Selection Criteria

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

- Proven experience working in a museum, gallery, cultural venue or busy customer service environment, with the ability to manage frontline operations and deliver exceptional visitor experiences.
- Demonstrated ability to supervise staff, manage rosters and daily operations, respond to challenges calmly and professionally, and support a positive and inclusive team culture.
- Excellent communication and interpersonal skills, with a demonstrated ability to engage effectively with a diverse range of people, and work both collaboratively and independently.
- Strong administrative skills including experience with Microsoft Office (especially Outlook, Word, and Excel).
- Interest in or knowledge of the arts, culture, or social history.

Required

- Blue Card
- First Aid Certification