

POSITION DESCRIPTION	
Position Title: Driver/Guide – Blood on the Southern Cross (BOSC)	Division: Commercial Operations – BOSC
Reports To: Manager Retail Enterprise and Blood On Southern Cross (BOSC)	Workplace level: Level 2 during training period then upon successful completion of training will increment to level 7.
Loading: Casual	Special: Will be required to work evenings on weeknights, weekends and public holidays. Where possible rostering will occur in advance, ad hoc as and when required.
Date Position Created: 17 July 2008	Position Review Date: 21 May 2010

ORGANISATIONAL ENVIRONMENT

The Organisation

The Sovereign Hill Museums Association is a not-for profit community-based museum organisation that collects, researches and interprets the heritage of the goldrushes and the Ballarat region. The organisation includes Sovereign Hill Outdoor Museum, the Gold Museum, Sovereign Hill Lodge, *Blood on the Southern Cross* and Narmbool.

The Department/Area

The Commercial Operations Department comprises of Retail Enterprise, Sovereign Hill Lodge, Narmbool & Blood on the Southern Cross. Blood on the Southern Cross (BOSC) is an explosive multi-million dollar night sound and light show that tells the story of the Eureka Rebellion. The BOSC Team consists of approximately 25 employees and delivers the sound and light show 7 evenings per week.

ORGANISATIONAL CHARTER

Purpose

Our purpose at Sovereign Hill and the Gold Museum is to inspire an understanding of the significance of the central Victorian gold rushes in Australia's national story, and at Narmbool of the importance of the land, water and biodiversity in Australia's future.

Mission

Our Mission is to collect, conserve and interpret the mining, social, cultural and environmental heritage of the Ballarat region.

Values

Service

We will ensure that every visitor's experience is satisfying, and that their needs are paramount in our decision-making.

Respect

We will act with respect and free from any form of discrimination in what we say and do towards our colleagues, our visitors, and all with whom we do business; we will respect each other's dignity and right to privacy; and respect the assets we share in doing our jobs.

Safety

We will maintain a safe and healthy workplace for all our visitors and for all who work on our sites.

Integrity

We will act in accordance with international and national codes of ethical practice for museums, including respect for the tangible and intangible heritage we collect, research and interpret; for the primary role of museums as places of lifelong learning; and as individuals, work to help and support colleagues, work diligently to complete tasks, and at all times act honestly.

Responsibility

We will be a socially and environmentally responsible business and employer, and a vital partner in the development of our region; and as individuals, take responsibility for our actions and ensure our decision-making is objective, consistent and complies with policy and legislation.

Sustainability

We will maintain our financial viability and independence by using our resources efficiently and effectively.

PRIMARY ROLES

To assist in the delivery of Blood on the Southern Cross (BOSC) by following set routines and safety checks under the supervision of the Duty Officer. To safely transport visitors throughout the show, providing and maintaining excellent customer service at all times.

DIRECT REPORTS

- N/A

WORKS CLOSELY WITH

- Manager Retail Enterprise and Blood On Southern Cross
- BOSC Driver/Guides, Duty Officer, Guides, Interpretive Guides
- Technical Services Staff
- Security

JOB TASKS AND RESPONSIBILITIES	
Key result area	Major activities
Driving	<ul style="list-style-type: none"> • Safely operate and drive the BOSC vehicles, according to standard operating procedures; • Perform necessary safety checks on the vehicles including brakes, rails etc. and have a basic vehicle service knowledge and responsibility; • Ensure all aspects of the BOSC vehicles are operational eg. P.A. system, CD player, Wheelchair lift before commencing; • Effectively manage road condition and where necessary water or apply gravel; • Ensure all passengers are secured prior to departure of the vehicle. eg. Passengers seated, wheelchairs secured and safety rails locked.
Guiding	<ul style="list-style-type: none"> • Prepare the BOSC show for operation in the Free Trade Hotel area; • Effectively open/close the Free Trade Hotel and Halfway Hotel; • Be aware of key indicators and safety checks in all areas of the show delivery; • Acknowledge all visitors in a welcoming polite manner; • Present Blood on the Southern Cross in the best possible light. Be responsive to visitor needs and provide a quality of service that matches the professional image of the show; • Report any problems requiring attention and discern quality control issues in the shows presentation to the Duty Officer to include in nightly report to maintenance and technical services.
Customer Service	<ul style="list-style-type: none"> • Actively participate in the promotion and sales of BOSC programs and merchandise; • Correctly operate a POS system; • Present Blood on the Southern Cross in the best possible light. Be responsive to visitor needs and provide a quality of service that matches the professional image of the show; • Acknowledge and greet all visitors in a welcoming polite manner; • Be available to help in any other way instructed by your Duty Officer in making a visitors stay more enjoyable; • Maintain a high standard of motivation at all times; • Respond to customer enquiries by developing a sound knowledge of both the Eureka story and the Blood on the Southern Cross presentation.

Teamwork	<ul style="list-style-type: none"> • Wear communication equipment as required and keep in contact with Duty Officer and other Guiding staff for the duration of your shift; • Ensure work areas are presented at optimum levels; • Work cohesively with all team members; • Participate in the induction, training and mentoring of new staff as required; • Contribute to the delivery of special events and programs as required.
Operations	<ul style="list-style-type: none"> • Undertake the responsibility of the position adhering to: <ul style="list-style-type: none"> ➢ SHMA policies and procedures; ➢ Equal Opportunity and anti-discrimination legislation and requirements; ➢ Occupational Health and Safety (OH&S) legislation and requirements. • Participate in annual performance reviews, meetings and staff training and professional development as and when required; • Help foster a culture which values safety as primary consideration in all activities; • Wear issued uniform in accordance with guidelines of Sovereign Hill; • Perform other relevant duties as required.

KNOWLEDGE AND SKILLS

- Previous driving experience such as bus driving, limousine/hire car, truck driving etc would be preferred but not essential;
- Previous experience within a tourism or customer service environment would be highly regarded;
- Presenting/Public Speaking/Interpreting/Guiding experience is preferred but not essential;
- Excellent customer service skills.
- Retail skills including POS and cash handling experience would be an advantage.
- Good communications skills, an outgoing personality and a genuine orientation to people.
- Ability to work across flexible evening rosters including weekends, public holidays and school holidays;
- A passion for Sovereign Hill with the ability to interpret history.

QUALIFICATIONS

- A Certificate or Diploma in a Transport or Retail field would be preferred but not essential.

REQUIRED LICENCES/CERTIFICATES

- Victorian / Australian Drivers license;
- Medium Rigid truck license is preferred but not essential;
- Current Level 2 First Aid Certificate is preferred but not essential;
- Working With Children Check;
- Police Check.

SPECIFIC HEALTH AND SAFETY REQUIREMENTS

- Position requires employee to operate/drive passenger vehicles with up to 120 passengers on dirt/gravel roads after sunset and to assist passengers with special needs eg. Wheelchairs, crutches etc
- Some job tasks require employee to safely negotiate uneven, stepped and dimly light areas.

OTHER

- Must be eligible to work in Australia.

EMPLOYERS APPROVAL OF POSITION DESCRIPTION

Directors Name

Directors Signature

Date of approval

HR Manager's Name

HR Manager's Signature

Date of approval

EMPLOYEE ACKNOWLEDGMENT OF POSITION DESCRIPTION

I have received a copy of the Position Description and have read, understood and accept its contents.

Employee Name

Employee Signature

Date