

Position Description	
<b>Position Title:</b> Lamplight Tour Guide	<b>Division:</b> Commercial & Operations
<b>Reports To:</b> Manager Visitor Services, Sales and Hotel Operations	<b>Workplace level:</b> Level 2 during training period then upon successful completion of training will increment to Level 4
<b>Loading:</b> Casual	<b>Special:</b> Will be required to work evenings on weekdays, weekends and public holidays. Where possible rostering will occur in advance, otherwise ad hoc and when required.
<b>Date Position Created:</b> February 2018	<b>Position Review Date:</b> February 2019

## ORGANISATIONAL ENVIRONMENT

### The Organisation

Sovereign Hill is Australia's foremost outdoor museum, and enjoys international recognition as such. Sovereign Hill Museums Association is a not-for profit community-based museum organisation that employs 350 people. The organisation includes Sovereign Hill Outdoor Museum, the Gold Museum, Sovereign Hill Hotel, AURA and Narmbool.

## 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**

**Customer focused**

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

**Equality**

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.

**Sustainability**

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

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.

<b>PRIMARY ROLE</b>
The Lamplight Tour Guide is responsible for assisting in the delivery of Lamplight Tours following set routines under the supervision of the Duty Officer and providing and maintaining excellent customer service standards at all times.

<b>WORKS CLOSELY WITH</b>
<ul style="list-style-type: none"> <li>• Manager Visitor Services, Sales and Hotel Operations</li> <li>• Interpretive Programs Manager</li> <li>• Interpretive Programs Officer</li> <li>• Lamplight Duty Officer and Guides</li> <li>• Technical Services Staff</li> <li>• Security</li> </ul>

<b>JOB TASKS AND RESPONSIBILITIES</b>	
<b>Key result area</b>	<b>Major activities</b>
Tours	<ul style="list-style-type: none"> <li>• Assist with tour delivery</li> <li>• Act in accordance with tour manifest, noting any special requirements including special needs persons and assist them in a professional manner</li> <li>• Present Lamplight Tours in the best possible light. Be responsive to visitor needs and provide a quality of service that matches the professional image of the show</li> <li>• Be aware of key indicators and safety checks in all areas of the show delivery</li> <li>• Report any problems requiring attention and discern quality control issues in the tour's presentation, for the Duty Officer to include in nightly report to maintenance and technical services</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>• Acknowledge and greet all visitors in a welcoming polite manner</li> <li>• Maintain a high standard of motivation and help to present the sound light show at an optimum level</li> <li>• Assist with the promotion and sales of merchandise as required</li> <li>• Address audience of up to 40 people conveying required information in a clear and articulate manner</li> <li>• Respond to customer enquiries by developing a sound knowledge of both the Ballarat Goldfields story and the Lamplight presentation</li> <li>• Be available to help in any other way instructed by your Duty Officer in making a visitors stay enjoyable</li> <li>• Ensure all visitors exit the museum to their correct destinations at the conclusion of each tour</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Wear communication equipment as required and keep in contact with Duty Officer and other tour guiding staff for the duration of your shift</li> <li>• Ensure work areas are presented at optimum levels</li> <li>• Work cohesively with all team members</li> <li>• Participate in the induction, training and mentoring of new staff as required</li> <li>• Contribute to the delivery of special events and programs as required</li> </ul>
Operations	<ul style="list-style-type: none"> <li>• Undertake the responsibilities of the position adhering to:               <ul style="list-style-type: none"> <li>➢ SHMA policies and procedures</li> <li>➢ The Sovereign Hill Code of Conduct</li> <li>➢ The Sovereign Hill Workplace Safety Rules</li> <li>➢ Equal Opportunity and anti-discrimination legislation and requirements</li> <li>➢ Occupational Health and Safety (OH&amp;S) legislation and requirement</li> </ul> </li> <li>• Participate in annual performance reviews, meetings and staff training and professional development as and when required</li> <li>• Foster a culture which values safety as primary consideration in all activities</li> <li>• Any other duties as required</li> </ul>

<b>KNOWLEDGE AND SKILLS</b>
<ul style="list-style-type: none"> <li>• Previous experience within a tourism, customer service or retail environment would be highly regarded</li> <li>• Good articulation and the confidence to address large groups of people</li> <li>• Presenting, public speaking and/or interpreting experience is preferred</li> <li>• Excellent customer service skills</li> <li>• Good communication skills, an outgoing personality and a genuine orientation to people;</li> <li>• Demonstrated retail and cash handling skills</li> <li>• Ability to work across flexible evening rosters including weekends, public holidays and school holidays</li> <li>• A passion for Sovereign Hill with ability to interpret history. Self motivated and able to work within time constraints</li> </ul>

<b>QUALIFICATIONS</b>
<ul style="list-style-type: none"> <li>• A Certificate or Diploma in Retail or Tourism is preferred but not essential.</li> </ul>

<b>REQUIRED LICENCES/CERTIFICATES</b>
<ul style="list-style-type: none"> <li>• Police Check</li> <li>• Working With Children Check</li> </ul>

<b>SPECIFIC HEALTH AND SAFETY REQUIREMENTS</b>
<ul style="list-style-type: none"> <li>• Some job tasks require employee to safely negotiate uneven, stepped and dimly lit areas</li> <li>• The Lamplight Tour Guide will have undertaken warden training and will assist to implement emergency procedures if required</li> </ul>

<b>OTHER</b>
<ul style="list-style-type: none"> <li>• Must be eligible to work in Australia</li> </ul>

**EMPLOYERS APPROVAL OF POSITION DESCRIPTION**

Will Flamsteed \_\_\_\_\_  
 Director Commercial & Operations      Signature      Date of approval

Mark Karlovic \_\_\_\_\_  
 Head People, Performance & Legal      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