

POSITION DESCRIPTION	
Position Title Costumed Interpreter Guide – Lamplight Tours	Division: Commercial & Operations
Reports To: Manager Visitor Services, Sales and Hotel Operations	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: February 2018	Position Review Date: 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 organisation that employs 350 people. This 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

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.

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.

Responsibility

We will be a socially and environmentally responsible business and employer.

Sustainability

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

PRIMARY ROLE
The Costumed Interpreter Guide – Lamplight Tours is responsible for participating in engaging and educating visitors on issues of the Ballarat Goldfields via activations, historical role play and excellent customer service whilst following set routines in the deliverance of the Lamplight Tours.

DIRECT REPORTS
<ul style="list-style-type: none"> N/A

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

JOB TASKS AND RESPONSIBILITIES	
Key result area	Major activities
Costumed Interpretation Guide	<ul style="list-style-type: none"> • Engage visitors through various scripted interpretations and character portrayals using scripts based on sound research • Possess the ability to portray life of 1850s characters through the use of appropriate language, costume and mannerisms for a limited time • Develop a rapport with visitors through interaction • Act in accordance with Tour Manifest, noting any special requirements incl. special needs persons and assist them in a professional manner • Wear allocated costume in accordance with training provided prior • Address audience of up to 40 people conveying required information in a clear and articulate manner • Interpret roles through various activations and character portrayals, based upon relevant and accurate historical information • Report any problems requiring attention and discern quality control issues in the shows presentation, for the Duty Officer to include in nightly report to maintenance and technical services • Maintain a high standard of motivation, adhere to all policies and procedures and help to present the Lamplight Tours at an optimum level • Address visitors and groups about safety issues and behaviour requirements as required
Customer Service	<ul style="list-style-type: none"> • Be available to help in any other way instructed by your Duty Officer in making a visitors stay more enjoyable • 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 tour • Maintain a high standard of motivation at all times • Respond to customer enquiries by developing a sound knowledge of the Ballarat Goldfields 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
Operations	<ul style="list-style-type: none"> • Undertake the responsibilities of the position adhering to: <ul style="list-style-type: none"> ➢ SHMA policies and procedures ➢ The Sovereign Hill Code of Conduct ➢ Sovereign Hill Workplace Safety Rules ➢ Equal Opportunity and anti-discrimination legislation and requirements ➢ Occupational Health and Safety (OH&S) legislation and requirements • Participate in meetings, staff training and professional development as and when required • Foster a culture which values safety as primary consideration in all activities

JOB TASKS AND RESPONSIBILITIES	
Key result area	Major activities
	<ul style="list-style-type: none"> • Wear issued uniform in accordance with guidelines of Sovereign Hill • Other relevant tasks as required

KNOWLEDGE AND SKILLS
<ul style="list-style-type: none"> • Good articulation and the confidence to address large groups of people • Demonstrate performance and acting skills – preferably in museum environment • The ability to respond to direction and performance feedback and be prepared and able to make necessary adjustments • Self-motivated and able to work within time constraints • Excellent communication skills, an outgoing personality and a genuine orientation to people • Presenting/Public speaking/interpreting/guiding experience is required • Ability to obtain and apply a moderate performance skill level and be confident in addressing groups of approximately 40 people • Ability and willingness to develop the use of appropriate 1850s language and behaviour • 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
<ul style="list-style-type: none"> • A Certificate or Diploma in Tourism or Theatre Studies or Performing Arts will be highly regarded

REQUIRED LICENCES/CERTIFICATES
<ul style="list-style-type: none"> • Working with Children Check • Police Check • Current Level 2 First Aid Certificate would be highly regarded

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

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

EMPLOYERS APPROVAL OF POSITION DESCRIPTION

Will Flamsteed
Director Commercial & Operations

Signature

Date of approval

Mark Karlovic
Head People, Performance & Legal

Signature

Date of approval

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