

Position Description	
<b>Position Title:</b> Mine Guide	<b>Division:</b> Commercial & Operations
<b>Reports To:</b> Mine Operations Manager	<b>Workplace level:</b> Level 2 during training period then upon successful completion of training will increment to level 5
<b>Loading:</b> Casual, Part Time, Full Time	<b>Special:</b> Required to be available to work weekends, public holidays and school holidays and some non peak period weekdays.  Required to wear period costume at all times.
<b>Position Created Date:</b> January 2008	<b>Position Review Date:</b> 1 July 2016

## 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 employees 350 people. The organisation includes Sovereign Hill Outdoor Museum, the Gold Museum, Sovereign Hill Hotel, Blood on the Southern Cross (BOSC) and Narmbool.

### The Department/Area

The Mine Operations Department sits within the Commercial and Operations Directorate and is responsible for providing visitors to Sovereign Hill with an accurate representation of the gold mining era of the Ballarat Gold rush region. Delivery of historic information is undertaken in the form of working and static displays comprised within five variations of underground mine tour delivery; fully guided, self-guided, including audio visual and multi-language displays. Mine environment includes tickets sales, logging and office buildings on the surface and has 700 hundred meters of underground tunnels. The tunnels include two major visitor transporters; the inclined rail system and the quartz mine train.

Although a tourist mine rather than an operating mine, the department is heavily regulated due to safety and tourist mining legislation.

## 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.

<b>PRIMARY ROLE</b>
To entertain, inform and engage visitors through the delivery and operation of Thematic tours in the SHMA Underground Mine environment. The Mine Guide role brings to life the interpretation of the famous Deep Lead and Quartz Mining from the local and surrounding areas. Mine Guides work under the direction of the Mine Manager to deliver these themes with relevance and context to our visitors during their visit to our Museum, while maintaining and comprehending SHMA OHS workplace standards.

<b>DIRECT REPORTS</b>
<ul style="list-style-type: none"> <li>NIL</li> </ul>

<b>KEY WORKPLACE RELATIONS</b>
<ul style="list-style-type: none"> <li>Mine Operations Manager</li> <li>Senior Mine Guide and Mine Operations Guides</li> <li>Senior Operations Manager</li> <li>Steam Operations</li> <li>Entrance Operations</li> <li>Chinese Speaking Guides</li> <li>Leading Hands</li> </ul>

<b>JOB TASKS AND RESPONSIBILITIES</b>	
<b>Key result area</b>	<b>Major activities</b>
Mine Tours	<ul style="list-style-type: none"> <li>• Provide clear, interesting, accurate tours of the underground mine environment</li> <li>• Using the principles of Thematic Interpretation, explain and demonstrate to the visitors of the processes involved in Deep Lead and Quartz Gold Mining. Ensure material is specific and relevant to mining in Ballarat and surrounding districts during the second half of the 19<sup>th</sup> Century and beyond</li> <li>• Direct tour groups of up to 33 visitors around the underground environment as efficiently and safely as possible</li> <li>• Adopt a solid knowledge of the processes being described, as well as a comprehensive background and understanding of the way in which the particular tour types fits into the overall Sovereign Hill narrative</li> <li>• Operate and Maintain:               <ul style="list-style-type: none"> <li>➢ Inclined Rail System</li> <li>➢ Underground train</li> <li>➢ Stope camera and equipment</li> <li>➢ All audio visual displays and equipment</li> <li>➢ Ticket/Booking system and office</li> <li>➢ Tram spotter screens</li> <li>➢ Red Hill operator desk</li> <li>➢ Pneumatic rock drill and compressor</li> <li>➢ Displays and props above and below ground</li> <li>➢ Two way radios</li> </ul> </li> <li>• Maintain 'front of house', sell tickets and log groups in and out of the Mine System</li> <li>• Provide relevant Safety Briefings for Tour</li> <li>• Ensure group remains together and all visitors have an opportunity to view displays and hear presentations</li> <li>• Perform end of day lock up mine system and office and reporting of issues to Manager</li> <li>• Perform daily inspections and checks of the mine system and report relevant information to Manager</li> </ul>
Teamwork	<ul style="list-style-type: none"> <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 enhancement of staff knowledge and skills</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>➢ 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>• Champion, advocate and enforce all organisational policies, procedures and practices</li> <li>• Foster a culture which values safety as primary consideration in all activities</li> </ul>

<b>JOB TASKS AND RESPONSIBILITIES</b>	
<b>Key result area</b>	<b>Major activities</b>
	<ul style="list-style-type: none"> <li>Any other relevant duties as required</li> </ul>

<b>KNOWLEDGE AND SKILLS</b>
<ul style="list-style-type: none"> <li>Presenting/Public Speaking/Interpreting/Guiding experience is preferred but not essential</li> <li>Previous experience within a tourism or customer service environment would be highly regarded</li> <li>Excellent customer service skills</li> <li>Excellent verbal communications skills</li> <li>Demonstrated cash handling skills</li> <li>Ability to safely operate in an underground environment</li> <li>Some knowledge and understanding of mining history and processes would be advantageous</li> <li>Ability to work across flexible rosters including weekends, public holidays and school holiday</li> </ul>

<b>QUALIFICATIONS</b>
<ul style="list-style-type: none"> <li>A Certificate or Diploma in Tourism and/or Guiding will be highly regarded</li> </ul>

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

<b>SPECIFIC HEALTH AND SAFETY REQUIREMENTS</b>
<p>The primary purpose of this position is to conduct underground mine tours to Sovereign Hill's visitors. The incumbent must feel comfortable working underground and guiding groups of up to 33 people for approx. 40 minutes underground.</p> <p>Some job tasks require employee to safely negotiate uneven, stepped, dimly light and some semi confined areas sections of the above and below ground environment</p> <p>Due to the physical requirements of this position a pre-employment medical is required before commencement.</p>

<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