

Position Description	
<b>Position Title:</b> Operations Interpreter	<b>Division:</b> Commercial & Operations
<b>Reports To:</b> Senior Operations Manager	<b>Workplace level:</b> Level 2 during training period then upon successful completion of training will increment to level 4
<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.
<b>Position Created Date:</b> 4 December 2003	<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

Operations is responsible for the delivery of the interpretive and visitor programs throughout the Outdoor Museum (and on occasion supporting the Mining Museum and Coach operations); logistical support for functions and events; management of the general environment including general cleaning and waste management; and for the small animal care program.

## 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 ROLE
Using the principals of Thematic Interpretation entertain, inform and engage visitors while presenting the social and mining history of Ballarat, whilst providing a high standard of customer service in a pleasant and enthusiastic manner

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



KEY WORKPLACE RELATIONS
<ul style="list-style-type: none"> <li>Senior Operations Manager</li> <li>Operations Coordinator</li> <li>Mine Operations</li> <li>Steam Operations</li> <li>Entrance Operations</li> <li>Leading Hands</li> </ul>

<b>JOB TASKS AND RESPONSIBILITIES</b>	
<b>Key result area</b>	<b>Major activities</b>
Operations Interpreter	<ul style="list-style-type: none"> <li>• Set and light indoor and outdoor fires</li> <li>• Using the principals of Thematic Interpretation participate in:               <ul style="list-style-type: none"> <li>➢ describing in increased detail the historical role, era or area</li> <li>➢ short speaking roles in vignettes, licence hunt <i>etc</i></li> </ul> </li> <li>• Provide exceptional Customer Service to all visitors in and around the Museum</li> <li>• Deliver goods around the Museum</li> <li>• General maintenance including setting up and dismantling within all areas of the Museum</li> <li>• General cleaning, window cleaning, sweep gutters and boardwalk, moving, chopping &amp; stacking firewood and collecting rubbish as directed</li> <li>• Assist with setting up for functions, conferences, training <i>etc</i></li> <li>• Car parking attendant</li> <li>• Obtain and apply the necessary skills to provide accurate and informative demonstrations on how to pan for gold and provide assistance to visitors when they are panning for gold</li> <li>• Perform workplace demonstrations relevant to the business/area and in accordance with the activation requirements</li> <li>• Provide lunch reliefs across a broad section of the museum including retail enterprises, blacksmith, horse department, diggings, ticket selling, car parking <i>etc</i></li> <li>• Assist in other departments within the Museum as and when required <i>eg:</i> act as ticket seller for coach rides, provide relief in retail enterprises <i>etc</i></li> <li>• Provide accurate information to visitors about all of Sovereign Hill's activities</li> <li>• Learn and apply the necessary skills and information to conduct accurate, interesting and informative tours of Main street, Quartz Mine and Secret Chamber to general visitors and group tours</li> <li>• Obtain and apply the necessary skills to engrave objects for sale to visitors in the Gold Pour Room</li> <li>• Obtain and apply the necessary skills to perform general small activation roles such as Red Coats</li> <li>• Basic animal husbandry including feeding all livestock and clearing yards</li> </ul>
Retail (as and when required)	<ul style="list-style-type: none"> <li>• Open retail outlets and prepare shops for business</li> <li>• Close shops and accurately reconcile the daily takings</li> <li>• Maintain appropriate shop environment in accordance with shop manuals, descriptions and duty statements</li> <li>• Interact with, and engage visitors in appropriate manner</li> <li>• Assist with customer and visitor enquires</li> <li>• Participate in activations within the store</li> <li>• Obtain and apply a working knowledge of the shops, schools and school holiday booking procedures</li> <li>• Process customer purchase transactions efficiently and effectively using electronic P.O.S. and appropriate cash handling techniques</li> <li>• Perform required procedures for credit card facilities</li> <li>• Provide lunch relief for other staff in retail enterprise</li> </ul>

<b>JOB TASKS AND RESPONSIBILITIES</b>	
<b>Key result area</b>	<b>Major activities</b>
	<ul style="list-style-type: none"> <li>• Assist with visual merchandising and store presentation</li> <li>• Assist with stocktake when required</li> <li>• Assist with maintaining adequate stock levels</li> <li>• Undertake daily cleaning regimes</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 SHMA 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 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 relevant duties as required</li> </ul>

<b>KEY SELECTION CRITERIA</b>
<ul style="list-style-type: none"> <li>• Previous experience within a tourism or customer service environment would be highly regarded</li> <li>• Presenting/Public Speaking/Interpreting experience is preferred but not essential</li> <li>• Strong performance/Presenting skills with the confidence to address large groups of approx 40 people would be highly regarded</li> <li>• Excellent customer service skills</li> <li>• Excellent verbal communications skills</li> <li>• Demonstrated cash handling skills</li> <li>• Basic knowledge on the use of hand tools and OHS requirements is preferred but not essential</li> <li>• Ability to work across flexible rosters including weekends, public holidays and school holidays</li> </ul>

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

**SPECIFIC HEALTH AND SAFETY REQUIREMENTS**

Operations Interpreters are required to set up for functions and events. This includes moving tables, chairs, audio visual equipment and computers between various venues, therefore the incumbent must be physically capable of carrying out these duties

The incumbent is required to chop wood, stack wood, move wood and light outdoor and indoor fires

Must be physically capable of bending and squatting in able to open and close tents and demonstrate and assist visitors with gold panning

Due to the physical requirements of this position a pre employment medical is required before commencement

**OTHER**

- Must be eligible to work in Australia

**EMPLOYERS APPROVAL OF POSITION DESCRIPTION**

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

Mark Karlovic \_\_\_\_\_ Signature \_\_\_\_\_ Date of approval \_\_\_\_\_  
 Head People Performance & Legal

**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

Employees who are under 18 years of age must also have their legal Parent/Guardian sign this acknowledgement

\_\_\_\_\_  
 Parents/Guardian's Name Parents/Guardian's Signature Date