

Position Description	
Position Title: Operations Interpreter - Trooper	Division: Commercial and Operations
Reports To: Operations Manager	Workplace level: Level 2 during training period then upon successful completion of training will increment to level 6
Loading: Casual, Part Time, Full Time	Special: Required to be available to work weekdays, weekends, public holidays and school holidays. Required to wear period costume at all times
Position Created Date: 4 December 2003	Position Review Date: 1 July 2016

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 Hotel, *Blood on the Southern Cross* 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"> NIL

KEY WORKPLACE RELATIONS
<ul style="list-style-type: none"> Senior Operations Manager Operations Manager Retail Enterprise Staff Leading Hands

JOB TASKS AND RESPONSIBILITIES	
Key result area	Major activities
Trooper	<ul style="list-style-type: none"> • Obtain and apply an advanced historical knowledge of 1850s Ballarat, the goldrush including explaining and describing the role of the trooper • Confidently and effectively interact with the public and continue to develop interpretive skills • Process and deliver cash/change requests to retail outlets in and around the museum as required • Deliver daily notes, shop books <i>etc</i>, to retail enterprises delivery of run of the day sheet • Ensure outside the main entrance and gallery are tidy and presentable to the public during the morning duties, sweeping, emptying ash trays <i>etc</i>. • Set up gallery outdoor seated area as and when required • Assist with opening and closing the museum by putting out and bringing in flags <i>etc</i>. • Open buildings as required on daily duty sheet • Deliver mail between the post office, Bright View and other areas as required • Obtain and apply the necessary skills and knowledge to participate in various activations around the museum including but not limited to muscat demonstrations, trooper in Lola Montez, licence hunts <i>etc</i>. • Actively assist, encourage and support the development of junior staff in historical interpretation
Operations Interpreter	<ul style="list-style-type: none"> • Set and light indoor and outdoor fires • Using the principles of Thematic Interpretation participate in describing in increased detail the historical role, era, or area and short speaking roles in vignettes, licence hunt <i>etc</i>. • Provide exceptional Customer Service to all visitors in and around the museum • Deliver parcels around the Museum • General maintenance including setting up and dismantling within all areas of the Museum • Assist with setting up for functions, conferences, training <i>etc</i>. • Perform workplace demonstrations relevant to the business/area and in accordance with the activation requirements • Provide lunch reliefs across a broad section of the museum including retail enterprises, blacksmith, horse department, diggings, ticket selling, car parking, boiler house <i>etc</i>. • Assist in other departments within the Museum as and when required <i>eg</i>, act as a ticket seller for coach rides, provide relief in retail enterprises <i>etc</i>. • Provide accurate information to visitors about all of Sovereign Hill's activities • Learn and apply the necessary skills and information to conduct accurate, interesting and informative tours of Main Street to general visitors and group tours • Obtain and apply the necessary skills engrave objects for sale to visitors in the Gold Pour Room • Obtain and apply the necessary skills to perform general small activation roles such as Red Coats

JOB TASKS AND RESPONSIBILITIES	
Key result area	Major activities
Teamwork	<ul style="list-style-type: none"> • 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 enhancement of staff knowledge and skills
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 requirement • Participate in annual performance reviews, meetings and staff training and professional development as and when required • Foster a culture which values safety as primary consideration in all activities • Any other relevant duties as required

KEY SELECTION CRITERIA
<ul style="list-style-type: none"> • At least 3 months experience within an Operations Interpreter role. Experience in thematic interpretation or activations role will be highly regarded • Presenting/Public Speaking/Interpreting experience is essential • Strong performance/presenting skills with the confidence to address large groups of approx. 100 people • Excellent customer service skills • Excellent verbal communications skills • Demonstrated cash handling skills • Sound knowledge on the use of hand tools and OHS requirements • Ability to work across flexible rosters including weekends, public holidays and school holidays

QUALIFICATIONS
<ul style="list-style-type: none"> • A Diploma or Degree in Performing Arts, Theatre Production or a related discipline, or attainment towards these would be highly regarded

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

SPECIFIC HEALTH AND SAFETY REQUIREMENTS
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| <ul style="list-style-type: none"> 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 As the trooper performs musket firing demonstrations they must be able and willing to wear Australian safety standard earplugs (not external ear muffs) when performing this duty; 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 Troopers will have a current First Aid certificate and will have undertaken warden training and assist to implement emergency procedures if required |
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OTHER

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| <ul style="list-style-type: none"> Must be eligible to work in Australia |
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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
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I have received a copy of the Position Description and have read, understood and accept its contents.

Employee Name

Employee Signature

Date