

Position Description	
Position Title: Senior Lamplight Tour Guide	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 weekdays, weekends and public holidays. Where possible rostering will occur in advance, otherwise ad hoc 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 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

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 Senior Lamplight Tour Guide entertains, informs and engages visitors through the delivery of the Lamplight Tour whilst presenting the social and mining history of Ballarat as close as possible to time constraints under the general direction of the Duty Officer and providing and maintaining excellent customer service standards at all times.

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

JOB TASKS AND RESPONSIBILITIES	
Key result area	Major activities
Senior Tour Guide	<ul style="list-style-type: none"> • Provide clear, interesting, accurate tours of the Sovereign Hill site • Direct tour groups of up to 40 visitors around the site as efficiently and safely as possible • 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 • Ensure group remains together and all visitors have an opportunity to view displays and hear presentations • Obtain and apply the necessary skills and knowledge to provide interesting and informative tours of the Sovereign Hill site • Assist the Duty Officer in pre-show setup • Act in accordance with Tour Manifest, noting any special requirements including special needs persons and assist them in a professional manner • Gain and apply a sound knowledge and understanding of all duties of the Tour Guide and assist where required • Address audience of up to 40 people conveying required information in a clear and articulate manner • Confidently operate a POS system incl. nightly cash reconciliations where required • 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 • Be aware of key indicators and safety checks in all areas of the show delivery • Maintain a high standard of motivation, adhere to all policies and procedures and help to present the Lamplight Tours at an optimum level
Customer Service	<ul style="list-style-type: none"> • Acknowledge and greet all visitors in a welcoming polite manner • Maintain a high standard of motivation and help to present the sound light show at an optimum level • Address audience of up to 40 people conveying required information in a clear and articulate manner • Respond to customer enquiries by developing a sound knowledge of both the Ballarat Goldfields story • Be available to help in any other way instructed by your Duty Officer in making a visitors stay may enjoyable • Ensure all visitors exit the museum to their correct destinations at the conclusion of each tour • Actively participate in the promotion and sales of merchandise as required • Address visitors and groups about safety issues and behaviour requirements as required

JOB TASKS AND RESPONSIBILITIES	
Key result area	Major activities
Teamwork	<ul style="list-style-type: none"> • Wear communication equipment as required and keep in contact with Duty Officer and other tour guide 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 • Contribute to the delivery of special events and programs 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 ➢ The Sovereign Hill Workplace Safety Rules ➢ Equal Opportunity and anti-discrimination legislation and requirements ➢ Occupational Health and Safety (OH&S) legislation and requirement • Participate in annual performance reviews, meetings and staff training and professional development as and when required • Help foster a culture which values safety as primary consideration in all activities • Wear issued uniform in accordance with guidelines of Sovereign Hill • Perform other relevant duties as required

KNOWLEDGE AND SKILLS
<ul style="list-style-type: none"> • Strong performance/presenting skills with the confidence to address large groups of approx. 40 people is essential • Good articulation and the confidence to address large groups of people • Presenting, public speaking and/or interpreting experience is preferred • Excellent customer service skills • Good communication skills, an outgoing personality and a genuine orientation to people • Demonstrated retail and cash handling skills • Ability to work across flexible evening rosters including weekends, public holidays and school holidays • A passion for Sovereign Hill with ability to interpret history • Self-motivated and able to work within time constraints

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

REQUIRED LICENCES/CERTIFICATES
<ul style="list-style-type: none"> • Police Check • Working With Children Check • 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 lit areas • The Senior Lamplight Tour 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

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