

Position Description	
Position Title: Small Animal Handler	Division: Commercial and Operations
Reports To: Operations Manager	Workplace level: Level 2 during training period then increment to level 6 upon successful completion of training
Loading: Full Time	Special: Works to a roster with a requirement for weekend work
Position Created Date: 10 May 2005	Position Review Date: 9 May 2017

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 Narnbool.

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 and specialised cleaning and waste management; and for the small animal care program. Our small animals include goats, sheep, donkeys, turkeys, hens, roosters, pigs and guinea fowl.

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 Narnbool 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
The Small Animal Handler is responsible for ensuring the general well-being of all small animals, their feeding and the maintenance or reconstruction of their yards and housing whilst working under the guidelines set out in Sovereign Hill's standard operating procedures book.

KEY WORKPLACE RELATIONS
<ul style="list-style-type: none"> • Senior Operations Manager • Operations Manager

JOB TASKS AND RESPONSIBILITIES	
Key result area	Major activities
Small Animal Handler	<ul style="list-style-type: none"> • Ensure the general well-being of all livestock • Ensure adequate supply of feed and water for all livestock • Dispense veterinary medication as deemed appropriate by the vet • Maintain the cleanliness of the yards accommodating small animals • Maintain the general order of the yards including the rotation of small animals through various paddocks to ensure longevity and revegetation of paddocks • Conduct accurate, interesting and informative tours/workshops to general visitors and groups regarding the small animal program • Research shelters, fencing and animals appropriated for the era interpreted at Sovereign Hill • Responsible for collecting and incubating eggs and hand rearing hatchlings if necessary • Participation in the planning and delivery of our school holiday program or other programs involving small animals • Responsible for ordering and recording feed purchases and usage in line with budgets and delegation • Undertake stocktake of feed and medications as and when required • Review and advise suggested small animal rotation to ensure optimal health and safety of animals eg. age, variety <i>etc.</i> • Consult with the Operations Manager on all aspects of the small animals program • Provide lunch reliefs as required • Provide exceptional customer service to all visitors in and around the museum • Provide accurate information to visitors about all of Sovereign Hill's activities
Teamwork	<ul style="list-style-type: none"> • Ensure work areas are presented at optimum levels at all times • 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 and requirement • Participate in annual performance reviews, meetings and staff training and professional development as and when required • Champion, advocate and enforce all organisational policies, procedures and practices • Foster a culture which values safety as primary consideration in all activities • Any other relevant duties as required

KEY SELECTION CRITERIA

- Demonstrated animal husbandry skills is essential
- Previous experience within a tourism or customer service environment would be highly regarded
- Experience in the use of incubators and hand rearing small animals is essential
- Basic knowledge on the use of hand tools, repairing animal shelters and OHS requirements is essential
- Exceptional time management skills with the ability to prioritise
- Excellent written and verbal communication skills
- Presenting/Public Speaking/Interpreting experience is essential
- Excellent customer service skills
- Ability to work across a flexible roster including weekends, public holidays and school holidays

QUALIFICATIONS

- Certificate III in Animal Husbandry is desirable but not essential

REQUIRED LICENCES/CERTIFICATES

- Police Check
- Working With Children Check

SPECIFIC HEALTH AND SAFETY REQUIREMENTS

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

Jarrod Page
Senior Operations Interpreter

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