

## Position Description

## Experience & Facilities Manager

### Reports to Responsible for

Director & CEO  
Visitor Services & Volunteers Coordinator, various  
contractors/consultants

### Hours

0.8 FTE

### Salary

Available upon request

At the Jewish Museum of Australia, we illuminate Jewish life. At the intersection of art and Jewish culture, our Museum is a place for all people to share in the Australian Jewish experience. Through a vibrant calendar of onsite and online experiences and events, the Jewish Museum is recognised as one of Australia's leading community museums.

Celebrating global Jewish excellence and everydayness through an Australian prism, we inspire curiosity, conversation and play with engagement and connection at our heart. Guided by our strong belief in the power of museums to change lives, we create world-class exhibitions and programs that convey the stories of our diverse community and enhance social cohesion.

With the Jewish Museum's much anticipated [MIRKA](#) exhibition to launch in early 2021 and the prospect of a major redevelopment on the horizon (as a part of the newly announced [Jewish Arts Quarter](#) in Elsternwick), this is an opportune moment to become a part of this dynamic organisation.

## Primary Focus

We have an exciting opportunity for a skilled and agile Experience & Facilities Manager to join the team and lead the development and implementation of audience-centric and strategic operational plans for the Jewish Museum into its next era.

Reporting to the Director & CEO, the Experience & Facilities Manager will play an integral role in ensuring the Museum is best positioned to deliver its ambitious organisational objectives by assuring an exceptional quality of workplace and visitor experiences. Establishing clear systems and frameworks that support creativity and innovation, this high impact Leadership position requires a proactive and flexible approach, ability to handle multiple executive tasks, and will lead by example in contributing to an insights-driven culture of collaboration, productivity and continuous learning and improvements.

With the Jewish Museum poised for major redevelopment over the next two years, the Experience & Facilities Manager will work closely with the Director & CEO in planning, coordinating and delivering significant transformation across the organisation.

## Key Responsibilities

<p><b>Visitor Experience</b></p>	<ul style="list-style-type: none"> <li>▪ Working collaboratively across the Museum, ensure a high-quality, welcoming and accessible environment for all visitors.</li> <li>▪ Contribute to the Museum's audience-centric experiences by overseeing the infrastructure that</li> </ul>
----------------------------------	---

	<p>supports exceptional onsite and online delivery of exhibitions, programs, events, and retail services.</p> <ul style="list-style-type: none"> <li>▪ Oversee the maintenance and utilisation of admissions, ticketing and retail software, and opening and closing procedures.</li> <li>▪ Serve as a super user of ticketing software and support training of colleagues across the Museum to empower them to handle basic tasks, defining and instilling best practice.</li> <li>▪ Develop and evolve customer service guidelines that are distributed and adopted by all Museum staff and volunteers, especially those that are public facing.</li> <li>▪ Work closely with the Marketing &amp; Communications team to coordinate the compilation of attendance data, collect and report visitor feedback, and spearhead audience evaluation projects and visitor surveys.</li> </ul>
<b>Workplace Experience</b>	<ul style="list-style-type: none"> <li>▪ Manage the daily workplace experience of the Museum through detail-oriented and effective leadership, resource management, planning and evaluation.</li> <li>▪ Coordinate the efficient and smooth running of all Museum spaces, including administering facilities and services maintenance with daily usage in mind.</li> <li>▪ Act as a workplace experience advocate, monitoring and evaluating satisfaction of staff and volunteers and recommending changes and improvements where necessary.</li> <li>▪ Maintain knowledge of and ensure the Museum's compliance with workplace relations, occupational health and safety, equal opportunity and other relevant legislation and regulations.</li> <li>▪ Manage the maintenance and compliance of the Museum's HR-related policies, procedures, guidelines and forms.</li> <li>▪ Support the Director &amp; CEO and other managers with implementation of consistent processes around recruitment and induction of staff.</li> </ul>
<b>Capital Projects, Assets and IT</b>	<ul style="list-style-type: none"> <li>▪ Manage the care and maintenance of the Museum grounds, building and other assets in accordance with relevant policies and procedures.</li> <li>▪ Oversee the provision of security services for the Museum premises.</li> <li>▪ Manage services and utilities including water, power, waste, gas, internet and telephone, and the use, maintenance, administration and replacement program for all Museum equipment and other assets.</li> <li>▪ Oversee onsite information technology and audio-visual services, software and hardware, password security and permissions, with support from other managers and appointed consultants/contractors.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Contribute to the development of the Museum’s short-, medium- and long-term capital project and assets plans and associated budgets.</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>▪ Accept responsibility as the Museum’s Occupational Health &amp; Safety Officer and oversee, prepare and facilitate OH&amp;S procedures and training, in consultation with other managers as required.</li> <li>▪ Manage and maintain compliance with the Museum’s health and safety policy and procedures, forms and checklists.</li> <li>▪ Oversee the cleanliness and tidiness of the Museum premises and grounds, ensuring hygiene and COVID-safety regulations are adhered to.</li> </ul>
<b>Governance &amp; Risk</b>	<ul style="list-style-type: none"> <li>▪ Ensure Museum policies, procedures, guidelines and checklists are kept up-to-date, easily navigated and followed by Museum staff, volunteers and contractors.</li> <li>▪ Accept responsibility for the ongoing delivery and development of the Museum’s Risk Management Plan, in consultation with the Director &amp; CEO and support of other managers.</li> <li>▪ Ensure that all Museum insurances and accreditations are reviewed and renewed annually as required.</li> </ul>
<b>Management &amp; Organisational Responsibilities</b>	<ul style="list-style-type: none"> <li>▪ Oversee and support the strategic and successful operation of the Museum’s Shop.</li> <li>▪ Contribute to the development of holistic organisational strategies and ensure all organisational reporting requirements are completed in a timely and accurate manner.</li> <li>▪ Prepare and manage annual operational budgets for the Experience &amp; Facilities department.</li> <li>▪ Actively participate in regular Leadership and full team meetings and contribute to a collaborative culture of creativity, excellence and innovation.</li> <li>▪ Promote and support the delivery of the Museum’s organisational objectives, and provide senior assistance to the Director &amp; CEO as required.</li> </ul>

### Key Selection Criteria

- Degree in arts management, business administration, or a related area of study
- At least five years’ experience working in an operational or experience context within a museum, gallery, cultural heritage, arts or tourism environment or relevant field
- Demonstrated proficiency in developing and maintaining day-to-day operational procedures including facilities and record management, report writing, correspondence and quality assurance documentation
- Competence and confidence managing conflicting priorities, working under tight timelines and resolving challenges to meet organisational needs

- Proven ability to apply the principles of risk management, occupational safety and health, and equity and diversity practices
- Excellent interpersonal and written and verbal communication skills including the ability to liaise confidently with staff, volunteers, government agencies, community groups and other key stakeholders

### **How to Apply**

To apply for this position, please submit your CV and cover letter explaining your interest and suitability for this role and response to key selection criteria.

In your CV, for each position held:

- Briefly outline the scope of your role; and
- Clearly detail your personal achievements in the role.

Please include a list of potential referees at the end of your CV with full names and current positions, and a brief explanation of what insights they might offer on your background and skills. Referees will not be contacted without prior agreement.

### **Enquiries**

If you have any questions about this Position Description or would like to discuss any aspect of the role before submitting your application, please contact Jessica Bram, Director & CEO, on +61 3 8534 3630 for a confidential conversation.

**Applications should be submitted by email to [director@jewishmuseum.com.au](mailto:director@jewishmuseum.com.au)**