

Position Description	Experience and Facilities Coordinator
Reports to	Experience and Facilities Manager
Responsible for	Volunteers, contractors
Hours/Days	0.8 FTE (ongoing), Sunday, Tuesday, Wednesday, Thursday Work on public holidays may be required
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.

PRIMARY PURPOSE

The Experience and Facilities Coordinator supports the Experience and Facilities Manager in maintaining a safe and vibrant place for staff, volunteers and visitors through best practice management of the Museum's volunteer workforce, provision of exceptional customer service and an innovative approach to workplace and facility management.

KEY RESPONSIBILITIES

Volunteer Coordination

- Regularly review and update as required the Museum's Volunteer Management Manual (in development) and other relevant materials.
- Referencing the Manual:
 - Recruit volunteers in accordance with defined organisational needs and match them to available roles across the Museum; this includes advertising via appropriate channels, interviewing prospective volunteers, undertaking reference and police checks.
 - Develop and keep up to date position descriptions for volunteer roles.
 - Organise and deliver induction and training workshops for all new volunteers.
 - Develop and deliver an annual volunteer engagement program, including social events, ongoing education and skills refreshers and reward and recognition activities.
- Prepare and distribute the monthly roster for visitor services volunteers.
- Assign guides to adult groups booked for private tours.
- Be the first point of contact for visitor services volunteers when in the venue.
- Fill gaps for volunteer absences as required.
- Regularly consult with other staff to determine volunteer resource requirements.

Customer Service, Shop and Ticketing

- Respond to phone and email enquires including general enquiries, exhibition and ticketing enquiries.

- Coordinate groups booked for private tours including responding to enquiries, booking dates, quoting and payments.
- Manage the Admissions desk point of sale including cash and card reconciliation, banking and maintaining the cash float.
- Assist with the operations of the Museum shop as required including packaging online purchases and annual stocktake.
- Assist with set up and maintenance of the ticketing system.

Workplace Management

- Assist with the system set-up, induction and workplace training for new employees.
- Coordinate refresher workplace training for employees throughout the year.
- Assist with the development and delivery of social and professional development activities for the Museum's permanent team.
- Develop and deliver ongoing, organisational-wide environmental sustainability initiatives.

Facility Management and Hire

- Open and close the venue as required including turning on and off exhibition spaces.
- Set up and maintain the appearance of public-facing spaces as required.
- Assist with venue hire enquiries including quoting, booking, contracting and delivery.
- Assist with facility contractor management as required.
- Assist with maintaining stock and refreshing consumables used in the building including sanitiser, toilet paper, hand towels, stationery and kitchen supplies.

Supervision of the Museum facility on Sundays

- Monitor the functioning of the facility and equipment and respond to any issues that arise.
- Respond to any incidents affecting volunteers or visitors.
- Ensure that the building is secure and alarmed at the end of the day.
- Act as the Chief Warden on premises in the case of an emergency.
- Assist with coordination of public programs and events on Sundays as required.

Administration & Organisational Responsibilities

- Compile and report visitation statistics as required.
- Prepare written and verbal reports as required.
- Support effective internal communications by sharing relevant information with colleagues in a timely and generous manner.
- Actively participate in regular team meetings and contribute to a culture of creativity, excellence and innovation.
- Seek opportunities to continually improve the delivery of the Museum's products and services.
- Ensure implementation of, and adherence to, all existing Museum policies, procedures and work practices.

Other duties

You may be required to perform additional duties that are incidental to your key duties.

OHS AND RISK MANAGEMENT

In the context of Occupational Health and Safety policies, procedures, training, and instruction, as detailed in Section 25 of the Occupational Health and Safety Act 2004, employees are responsible for ensuring that they:

- Follow reasonable instruction
- Cooperate with their employer
- Maintain and observe all current Health and Safety policies and procedures
- At all times, take reasonable care for their own health and safety and that of other persons that may be affected within the Workforce.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The Experience and Facilities Coordinator is accountable for:

- Working within a defined budget
- The quality of their work
- Applying good interpersonal and communication skills in dealing with external stakeholders and other workers
- The ability to co-ordinate work in a team environment or work individually under general supervision

The extent of authority for this position includes:

- Performs work under limited supervision either individually or in a team environment, calling upon the advice of more senior staff when necessary.

The Experience and Facilities Coordinator is accountable to the Experience and Facilities Manager for the achievement of goals and objectives established for the position.

SKILLS AND KNOWLEDGE REQUIRED

The Experience and Facilities Coordinator will possess the following knowledge and skills:

- Ability to work from complex instructions and procedures and has a thorough understanding of the internal policies and procedures relating to their department.
- Is able to provide training for other employees within their specific area of responsibility for skill development
- Excellent written and verbal communication skills and attention to detail.
- Excellent organisational skills and ability to set priorities, meet deadlines and achieve targets.
- Highly developed IT skills including proficiency in the Microsoft 365 software suite
- Ability to manage competing demands using effective time management skills.
- Ability to maintain efficient records and document control.

PREREQUISITES

- You are permitted to work in Australia and can provide evidence on request.
- You will hold and maintain a Working with Children Check (or agree to obtain one prior to appointment), nominating the Museum as your employer.
- You permit to undergo a Police Check at the commencement of your employment at the expense of the Museum. Your employment at the Museum is subject to the satisfactory outcome of the Police Check.

KEY SELECTION CRITERIA

Essential

- Professional experience in volunteer management and customer service, preferably in a cultural institution
- Experience delivering training and providing on-the-job support to staff and/or volunteers
- Highly developed interpersonal skills and an ability to effectively and sensitively deal with a diverse range of people
- Demonstrated ability to maintain accurate and up to date administrative records

Desirable

- Experience in managing ticketing systems and databases
- Experience using Shopify or other point-of-sale system
- Knowledge of OHS and risk management principles, with some formal training highly desirable
- Demonstrated ability to develop and maintain policies and procedures