

|                             |  |
|-----------------------------|--|
| <b>Position Description</b> | <b>Experience and Facilities Coordinator</b>   |
| <b>Reports to</b>           | Experience and Facilities Manager  |
| <b>Responsible for</b>      | Volunteers, contractors  |
| <b>Hours/Days</b>           | 0.8 FTE (ongoing), Sunday, Wednesday, Thursday, Friday<br>Work on public holidays may be required                      |
| <b>Remuneration</b>         | \$60,725 Pro rata to be applied<br>Exclusive of super guarantee contribution rate<br>Inclusive of Sunday penalty rates |

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**

As an integral member of the museum team, the Experience and Facilities Coordinator plays a vital role in ensuring a safe, welcoming, and engaging environment for visitors, volunteers, and staff. This position works closely with the Experience and Facilities Manager to uphold the highest standards of volunteer management, customer service, and facility operations. Through a collaborative and team-oriented approach, the Coordinator contributes to the museum's mission by fostering a positive and inclusive atmosphere, implementing best practices in volunteer engagement, and seeking innovative solutions to enhance workplace efficiency and visitor experiences. By working seamlessly with colleagues across departments, the Coordinator helps create an inspiring and well-maintained space that supports both the museum's day-to-day operations and its long-term strategic goals.

## **KEY RESPONSIBILITIES**

### **Volunteer Coordination**

- Regularly review and update as required the Museum's Volunteer Management Manual (in development) and other relevant materials.
- Referring to 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.

#### **Front of House, Customer Service, Shop and Ticketing**

- Assist with the operations of the Museum shop as required including packaging online purchases and biannual stock take.
- Respond to phone and email enquiries 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 setting 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.
- IT point of contact for all staff and volunteers.

#### **Facility Management/Hire and Security**

- 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.
- Coordinate facility contractor management as required. Understanding and using programs Integriti and Genetec to ensure best practice facility management.
- Assist with maintaining stock and refreshing consumables used in the building including sanitiser, toilet paper, hand towels, stationery and kitchen supplies.
- Be primary contact with Security contractor and participate in monthly meetings.

#### **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 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.
- Assist with projects, including budgeting, timelines and communicating with key stakeholders.
- Inputting invoices for payment into Xero.
- 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.