



POSITION TITLE	Public Programs Officer, Bonegilla Migrant Experience
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 5
DIRECTORATE	Community & Partnerships
BUSINESS UNIT	Cultural Services
REPORTS TO	Team Leader Culture & Heritage
SUPERVISES	Volunteers and Casual Staff
EMPLOYMENT STATUS	Part Time
DATE	
EMPLOYEE NAME	

## ORGANISATIONAL CONTEXT

Wodonga Council’s vision is to be a vibrant, well-planned city where people, nature and opportunity thrive through connection, resilience and leadership. This vision underpins our mission to deliver efficient services and infrastructure through responsible financial management, ensuring value for the community and long-term sustainability.

Wodonga Council is committed to sustainable economic growth, responsible resource management and creating opportunities that enhance wellbeing, environmental sustainability and community connection.

Governance is provided by seven elected councillors, with the Chief Executive Officer (CEO) responsible for implementing Council decisions. The CEO is supported by an organisational structure comprising three directors and more than 300 staff who work collaboratively to deliver a broad range of services that meet the evolving needs of our community.

The Bonegilla Migrant Experience is one of Australia’s most significant post-war migration heritage sites, preserving and sharing the stories of more than 300,000 migrants who began their Australian journey at the former Bonegilla Reception and Training Centre. Through exhibitions, education programs, tours and community engagement activities, the site plays an important role in strengthening understanding of Australia’s migration history, celebrating cultural diversity and fostering community connection. The service contributes to Wodonga’s cultural identity, visitor economy and broader community outcomes through the delivery of meaningful heritage and learning experiences.

As part of this service, the Public Programs Officer develops and delivers engaging public programs, tours, educational activities and community experiences that bring the stories of Bonegilla to life for diverse audiences. Working closely with schools, community groups, volunteers and stakeholders, the role supports learning,

Trust

Respect

Integrity

Learning

*Vision:* A vibrant, well-planned city where people, nature and opportunity thrive through connection, resilience and leadership.

*Mission:* Wodonga Council delivers efficient services and infrastructure through responsible financial management, ensuring value for the community and long-term sustainability.

cultural participation and visitor engagement while contributing to the achievement of Council's cultural, educational and tourism objectives. Through innovative program delivery and strong stakeholder relationships, the position helps ensure the ongoing relevance, accessibility and impact of the Bonegilla Migrant Experience

#### POSITION OBJECTIVES

The Public Programs Officer (PPO) is responsible for developing and delivering a range of innovative public program activities (exhibitions, tours, workshops, educational activities, and diverse cultural activities) that enhance the public awareness of the role the Bonegilla Migrant Experience (BME) (known as Bonegilla Reception and Training Centre 1947-71) played in Australia's national history.

Additionally the role will work with schools and teachers in order to link national education curriculum to the BME, for students of a range of ages and abilities and within a variety of educational settings.

The PPO will forge strong networks and foster an enhanced understanding in the community, of the key communication messages and themes identified in the while addressing the outcomes in Council Plan 2025-2029, Cultural Services Plan 2021-2026, BME Marketing Plan and BME Interpretation Strategy.

#### ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

The position is accountable for:

- The freedom to act in this role is governed by clear goals, objectives and budgets set by council relative to the position and the operation of BME.
- The PPO will have frequent consultation with the Team Leader BME and regular reporting mechanisms will be in place to ensure adherence to plans.
- The PPO will coordinate and deliver high quality public programs at BME within approved plans, budgets and operational objectives. The PPO is responsible for coordinating and delivering educational workshops, tours and public programs for identified target audiences The PPO is responsible for the supervision and on-the-job training of BME volunteers and casual staff who are working on public programs.

This position is responsible for:

- Deliver and develop public programs and tours at BME aligned with curriculum, research, interpretation themes, and target audiences.
- Coordinate and deliver program offerings (workshops, events, education sessions, outreach and online programs) aligned with approved budgets and site objectives. Coordinate the day-to-day operation of BME function and hireable spaces, including bookings, facility readiness, and equipment set-up..
- Maintain effective administrative systems, processes, and program materials, ensuring staff and volunteers are trained and supported.

Provide operational support during programmed activities and events, including visitor services, volunteer coordination, reporting and responding to routine operational issues. Develop positive working relationships with schools, community groups and stakeholders to support program promotion and community engagement, while assisting with compliance, monitoring expenditure and reporting operational risks and incidents.

#### CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

Trust	<p>Talk straight – Say what you mean and mean what you say</p> <p>Create transparency – Do not withhold information unnecessarily or inappropriately</p> <p>Right wrongs</p> <p>Practice accountability – Take responsibility for results without excuses</p> <p>Extend trust – Show a willingness to trust others, even when it involves a measure of risk</p>
Respect	<p>Treat other people with courtesy, politeness and kindness, no matter what their position or opinion</p> <p>Listen first – Seek to understand others before trying to diagnose, influence or prescribe</p>
Integrity	<p>Tell the truth in an appropriate and helpful manner that does not compromise the organisation’s objectives and values</p> <p>Keep confidences</p> <p>Do what you say you will do to the best of your ability</p> <p>Be open about mistakes</p> <p>Speak of those that are absent only in a positive way</p>
Learning	<p>Work together and learn from each other</p> <p>Continuously improve and innovate</p> <p>Be open to change</p> <p>There is a high degree of responsibility for results – delivery without excuses</p>

#### JUDGEMENT AND DECISION-MAKING SKILLS

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- Ability to use judgement to make decisions on the best method, technology, process or equipment (from a range of available alternatives) to meet the objectives of the work.
- Ability to resolve problems of a moderately complex or technical nature that may not have been faced previously, using procedures, guidelines, professional and technical knowledge, requiring creativity and originality.
- Display creativity in the management of a diverse range of activities.
- Exercise loyalty, judgement and discretion regarding confidential issues.
- Exercise discretion and initiative in managing the position’s workload.
- Guidance and advice would usually be available within the time required to make a choice.

#### SPECIALIST KNOWLEDGE AND SKILLS

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- Experienced in the use of IT systems and processes to foster business unit and workplace objectives.

- Understanding of the importance of good record keeping and the ability to effectively use Council's document management system.
- Knowledge of public programs' development, design and execution.
- Ability to liaise with teachers and schools to gain knowledge and information on curriculum and adapt BME educational programs to suit these requirements.
- Ability to apply knowledge of local heritage within a tourism and educational context
- Understanding of and ability to implement systems, policies and operating procedures, with support from the Coordinator BME where required.
- Well-developed organisational and event delivery skills.
- Ability to coordinate and deliver programs within approved budgets and operational guidelines. Demonstrated ability to operate with a high degree of flexibility in a changing environment.
- Demonstrated ability to work positively with the heritage, arts and business community and volunteers.
- A flexible non-judgmental approach to working with people.
- The ability to demonstrate initiative and self-management as well as display a problem solving attitude in a flexible environment.
- Physical capacity to undertake activities in relation to setting up of workshops, lectures and events.
- The ability to initiate solutions to safety issues.
- The ability to work in a team.
- The ability to work out of hours and weekends, as necessary.

#### MANAGEMENT SKILLS

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- Good time management and the ability to prioritise tasks.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.
- Understand risk and consider it when performing work
- Take care of own safety and wellbeing and that of other staff, and follow OHS procedures.
- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Manage own time effectively, and work to deadlines.
- Maintain personal hygiene and meet dress standards set for the position, including to wear any uniform and use any personal protective equipment prescribed for the position and particular work duties.
- Ability to manage own time, set priorities and plan and organise one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable; and

- Provide supervision to volunteers, including delegation of defined tasks.

#### INTERPERSONAL SKILLS

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- Work cooperatively as part of a team.
- Maintain confidentiality as required.
- Document work according to established practices.
- Communicate effectively with other employees and external stakeholders.
- Gain cooperation and assistance from others (including other employees).
- Well-developed verbal communication skills to communicate with members of the public, other employees, and enable the resolution of problems of a minor difficult nature; and
- Sound written communication skills to communicate with members of the public, and other employees and enable the preparation of routine correspondence and documents such as rosters.

#### INFORMATION TECHNOLOGY SKILLS

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Be computer literate and have the ability to quickly learn and adopt software programs used by the organization relevant to the position.

#### CUSTOMER SERVICE SKILLS

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Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.
- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

#### EMERGENCY MANAGEMENT DUTIES

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As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

#### QUALIFICATIONS AND EXPERIENCE

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- Demonstrated experience working within cultural, heritage or tourism environments, including experience coordinating and delivering engaging public programs and visitor experiences. Proven experience in coordinating and delivering public programs, including exhibition curation and guided tours.

- Strong customer service focus, with demonstrated cultural awareness and sensitivity in engaging effectively with diverse communities and stakeholders.
- Highly developed administrative and organisational skills, including experience in project management, budgeting, staff and volunteer coordination, and the implementation of operational systems.
- Demonstrated ability to work with a high degree of flexibility and initiative in a dynamic and changing environment.
- Responsible Service of Alcohol Certificate – preferred but not essential

#### LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- Evidence of eligibility to work in Australia
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Victorian Working with Children Check (required to be supplied by the employee or prospective employee prior to commencement, and renewed as required)
- First Aid and CPR certification
- Pre-employment Functional Assessment
- Food Safety Supervisors Certificate

#### EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

#### INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

#### COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

#### KEY SELECTION CRITERIA

- Experience designing and delivering high quality and successful public programs, tours, exhibits and events targeted for specific audiences, working from initial concept through to delivery.
- Flexibility to accommodate roster on weekends including Saturdays and possible out of hours work.
- Proven high level communication and customer service skills and cultural sensitivity in order to communicate and foster relationships with schools, tour operators, colleagues and the community from a wide variety of backgrounds.
- Experience with the supervision of school students, casual staff and volunteers.
- Demonstrated ability to operate with a high degree of flexibility and initiative in a varied and changing work environment

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Staff member signature

# People and performance framework

<b>CUSTOMER SERVICE AND COMMUNICATION</b>  Understanding and valuing our customer needs to make sure we provide quality customer service.		<b>BUILD AND ENHANCE RELATIONSHIPS</b>  Collaborating and working with our people and community.		<b>PLAN, ORGANISE AND DELIVER</b>  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
<b>FUTURE FOCUS</b>  Identifying ways we can do better and anticipating future opportunities.		<b>PEOPLE DEVELOPMENT</b>  Looking after the personal and professional growth of our people.		<b>MANAGE HEALTH AND WELLBEING</b>  Recognising the importance of staff health and wellbeing.	
		<b>SAFETY AND RISK MANAGEMENT</b>  Prioritising safe and ethical behaviour and decision-making in everything we do.			

## Customer Service and Communication

Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> <li>• Is helpful, shows respect, courtesy and fairness with staff and customers</li> <li>• Demonstrates empathy and a willingness to assist</li> <li>• Communicates information clearly</li> <li>• Listens and asks questions to understand customer needs and point of view</li> <li>• Proactively seeks solutions and keeps customers informed of progress</li> <li>• Operates within council procedures and policies</li> <li>• Writes in a way that is logical and easy to follow</li> </ul>
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## Build and Enhance Relationships

Works co-operatively and effectively with others.	<ul style="list-style-type: none"> <li>• Demonstrates clear, open and honest communication</li> <li>• Works constructively to resolve conflict</li> <li>• Shows enthusiasm to help others</li> <li>• Listens and respects the value of different views, ideas and ways of working</li> <li>• Builds and sustains positive relationships with staff and customers</li> <li>• Actively participates in team and other activities</li> <li>• Keeps others informed and seeks clarification when required</li> </ul>
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## Plan, Organise, Deliver

Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> <li>• Demonstrates effective use of time and resources to meet expectations and achieve outcomes</li> <li>• Understands what is required of the role and how this contributes to team priorities</li> <li>• Keeps appropriate people informed on progress of tasks and projects</li> <li>• Seeks information when required, demonstrates initiative</li> <li>• Undertakes to complete all tasks with a positive, can-do attitude</li> </ul>
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Future Focus	
Looks for improvements and is adaptable to change.	<ul style="list-style-type: none"> <li>• Understands council vision and purpose and how their role fits in</li> <li>• Is willing to adapt to changing processes, systems, technology and environments</li> <li>• Looks for improvements and better ways of doing things</li> <li>• Seeks support and clarification when required</li> </ul>

People Development	
Welcomes opportunities for learning and self-development.	<ul style="list-style-type: none"> <li>• Displays council values</li> <li>• Reflects upon own performance</li> <li>• Seeks and acts upon feedback</li> <li>• Sets goals for personal and professional development</li> <li>• Finds ways to learn and improve in the completion of day-to-day tasks</li> <li>• Takes responsibility for own work and meeting job requirements</li> </ul>

Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	<ul style="list-style-type: none"> <li>• Demonstrates effective time management and prioritising of tasks</li> <li>• Is aware of, controls and expresses their own emotions appropriately</li> <li>• Recognises when support is needed</li> <li>• Accepts responsibility for their own actions and outcomes</li> <li>• Is aware of the importance of self-care</li> </ul>

Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	<ul style="list-style-type: none"> <li>• Remains vigilant in ensuring a safe working environment for self and others</li> <li>• Is aware of risk and takes action to prevent problems</li> <li>• Reports hazards, incidents (including near misses) and compliance concerns in a timely way</li> <li>• Understands the importance of honesty and transparency</li> <li>• Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets</li> <li>• Complies with policies and procedures</li> </ul>

ATTACHMENT 2

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Daily operations	Public Programs Officer, Bonegilla Migrant Experience	<ul style="list-style-type: none"> <li>Liaison with internal staff, external agencies and the general public</li> <li>Conducting tours</li> <li>Data entry and extraction</li> <li>Use of organisation's software / systems</li> <li>Phone use</li> <li>Setting up of events</li> <li>Merchandise management</li> <li>Research</li> <li>Cleaning</li> <li>Walking on uneven surfaces</li> <li>Supervision of volunteers</li> <li>Money handling</li> </ul>	Sitting		X		
			Standing			X	
			Walking				X
			Lifting < 10kgs		X		
			Carrying		X		
			Pushing			X	
			Pulling			X	
			Climbing		X		
			Bending		X		
			Twisting		X		
			Squatting		X		
			Kneeling		X		
			Reaching		X		
			Fine motor		X		
			Neck postures				X
			Accepting instructions		X		
			Providing instructions			X	
			Sustained concentration		X		
			Major decision making		X		
			Complex problem solving		X		
			Supervision of others			X	
			Interaction with others				X
			Exposure to confrontation		X		
Respond to change				X			
Prioritisation				X			