



POSITION TITLE	Coordinator Bonegilla Migrant Experience
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 5
DIRECTORATE	Infrastructure and Growth
BUSINESS UNIT	Cultural Services
REPORTS TO	Team Leader Bonegilla Migrant Experience
SUPERVISES	Bonegilla Migrant Experience Visitor Service Officers – casuals Volunteers
EMPLOYMENT STATUS	Part time
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

POSITION OBJECTIVES

The Coordinator Bonegilla Migrant Experience (BME) develops and operates the BME as a cultural tourism and community asset of national significance. The role ensures site operations, heritage interpretation, visitor facilitation, and marketing are delivered in line with the BME Service Catalogue, supporting the Cultural Services Plan 2021–2026, BME Marketing Plan, and BME Interpretation Strategy.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Oversees daily site operations, supervising staff, volunteers, contractors, and students to ensure safe, compliant, and high-quality service delivery.
- Assists in delivering engaging visitor experiences, exhibitions, events, and tours in line with interpretation strategies and cultural sensitivity standards.
- Implements operational plans, administration, and maintenance schedules to ensure the site is clean, safe, and well-presented.
- Supports and contributes to marketing and promotional activities to grow visitation and enhance the site's public profile.
- Maintains accurate financial, booking, and compliance records in line with Council and legislative requirements.
- Identifies and develops income streams including merchandise, venue hire, donations, and events to meet budget targets.
- Ensures compliance with heritage, legislative, and Council policies while applying sound judgement in operational decision-making.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust	Talk straight – Say what you mean and mean what you say
	Create transparency – Do not withhold information unnecessarily or inappropriately
	Right wrongs
	Practice accountability – Take responsibility for results without excuses
	Extend trust – Show a willingness to trust others, even when it involves a measure of risk
Respect	Treat other people with courtesy, politeness and kindness, no matter what their position or opinion
	Listen first – Seek to understand others before trying to diagnose, influence or prescribe
Integrity	Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values
	Keep confidences
	Do what you say you will do to the best of your ability
	Be open about mistakes

Speak of those that are absent only in a positive way

Learning Work together and learn from each other

Continuously improve and innovate

Be open to change

There is a high degree of responsibility for results – delivery without excuses

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 behaviors indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Plans and prioritises work for self and team to meet operational and strategic goals.
- Resolves day-to-day operational issues, escalating complex matters as needed.
- Selects effective methods and approaches to enhance visitor experiences.
- Applies discretion, creativity, and confidentiality in managing workload and budgets.

SPECIALIST KNOWLEDGE AND SKILLS

- Applies knowledge (or quickly acquires it) of the Bonegilla Migrant Reception and Training Centre.
- Uses cultural heritage, museum, and exhibition practices in operations and interpretation.
- Delivers marketing and tourism initiatives to grow visitation.
- Manages program, merchandise, and event budgets within approved limits.
- Understands OHS, risk, and legislative requirements for cultural heritage sites.

MANAGEMENT SKILLS

- Leads, supervises, and motivates staff and volunteers to achieve objectives.
- Manages time, priorities, and workloads to meet deadlines.
- Ensures compliance with OHS, risk, and personnel policies, reporting concerns promptly.
- Plans and delivers projects from concept to completion within budget.
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INTERPERSONAL SKILLS

- Builds and maintains effective relationships with staff, volunteers, stakeholders, and the public.

- Communicates clearly, respectfully, and professionally in all formats.
- Maintains confidentiality and professionalism in all dealings.
- Gains cooperation and support to achieve organisational goals.

INFORMATION TECHNOLOGY SKILLS

Uses relevant software systems confidently and adapts quickly to new programs.

CUSTOMER SERVICE SKILLS

- Delivers honest, ethical, and courteous service that meets visitor needs.
- Listens actively and communicates clearly to ensure understanding.
- Responds to issues promptly, apologising and resolving when required.
- Supports equitable access for customers with diverse needs.

EMERGENCY MANAGEMENT DUTIES

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

- Recent experience in cultural heritage is preferred but not essential other area of experience may include visitor services, conservation, event management, interpretation, education and marketing.
- Demonstrated office/shop front management skills, including rostering, staff supervision of retail and tour staff (including volunteers).
- Demonstrated collection management skills, including electronic, storage, display and preservation of cultural material (or the ability to quickly acquire such knowledge).
- Food Safety Supervisors Certificate – (preferred but not essential)

LICENCES AND MANDATORY REQUIREMENTS

- Current Driver's License
- 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)
- Pre - Employment Functional Assessment
- First Aid 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

1. Proven customer service focus and cultural sensitivity in meeting the needs of clients from a wide variety of backgrounds;
2. Demonstrate experience in budgeting, staff and volunteer management, rostering, operational systems and high level administrative skills
3. Demonstrated experience in the fields of either culture, events, heritage or tourism settings, and experience in attracting and building visitation within those fields.
4. Demonstrate ability to operate with a high degree of flexibility and initiate in a varied and changing work environment.
5. Flexibility to accommodate roster on weekends including Saturday and/or Sunday and possible out of hours work.

Staff member signature

People and performance framework

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

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

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

Plan, Organise, Deliver	
Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude

Future Focus

Looks for improvements and is adaptable to change.	<ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required
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People Development	
Welcomes opportunities for learning and self-development.	<ul style="list-style-type: none"> • Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements

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

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

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
Income generation	Strategically develop relationships, co-ordinate venue hire, and manage budget	<ul style="list-style-type: none"> Liaison with internal staff and external agencies Data entry and management Use of organisation's software / systems Phone use Co-ordination and supervision of staff Setting up of events Policy review Public interaction 	Sitting			X	
			Standing			X	
			Walking			X	
			Lifting			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
			Decision making			X	
			Problem solving			X	
			Supervision of others				X
			Interaction with others			X	
			Exposure to confrontation		X		
			Respond to change				X
			Prioritisation				X

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Site and Program Development and Curation	Implementati on of public programs and events	<ul style="list-style-type: none"> • Liaison with internal staff and external agencies • Data entry and management • Use of organisation's software / systems • Phone use • Co-ordination and supervision of staff • Work alongside other council departments • Conducting installations 	Sitting			X	
			Standing			X	
			Walking			X	
			Lifting			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	
			Decision making			X	
			Problem solving			X	
			Supervision of others			X	
			Interaction with others			X	
			Exposure to confrontation		X		
			Respond to change			X	
			Prioritisation			X	

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Customer Service and Visitor Facilitation	Greeting and providing relevant verbal and written information to customers / visitors	<ul style="list-style-type: none"> Public interaction (individuals and groups) Training staff members relating to product knowledge Co-ordination and supervision of staff 	Sitting			X	
			Standing			X	
			Walking			X	
			Lifting		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	
			Decision making		X		
			Problem solving		X		
			Supervision of others				X
			Interaction with others				X
			Exposure to confrontation	X			
			Respond to change			X	
			Prioritisation			X	

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Operations	Co-ordinate the effective day to day operation of the site	<ul style="list-style-type: none"> • Opening and closing of site • Liaison with internal staff and external agencies • Data entry and management • Use of organisation's software / systems • Phone use • Co-ordination and supervision of staff • Work alongside other council departments 	Sitting				X
			Standing				X
			Walking				X
			Lifting				X
			Carrying				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	
			Decision making			X	
			Problem solving				X
			Supervision of others				X
			Interaction with others				X
			Exposure to confrontation	X			
			Respond to change				X
			Prioritisation				X

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Conservation	Ensure the site complies with requirements to maintain national heritage listing	<ul style="list-style-type: none"> Liaison with internal staff and external agencies Data entry and management Use of organisation's software / systems Phone use Co-ordination and supervision of staff 	Sitting		X		
			Standing		X		
			Walking			X	
			Lifting		X		
			Carrying		X		
			Fine motor				X
			Neck postures				X
			Accepting instructions				X
			Providing instructions				X
			Sustained concentration				X
			Decision making				X
			Problem solving		X		
			Supervision of others				X
			Interaction with others				X
			Exposure to confrontation		X		
			Respond to change				X
			Prioritisation				X

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Education	Provide support in development of educational programs for students	<ul style="list-style-type: none"> Liaison with internal staff and external agencies Phone use Use of organisation's software / systems 	Sitting		X		
			Standing			X	
			Walking			X	
			Lifting			X	
			Carrying			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		
			Decision making			X	
			Problem solving				X
			Supervision of others				X
			Interaction with others				X
			Exposure to confrontation		X		
			Respond to change		X		
			Prioritisation		X		