



# position description

POSITION TITLE	Coordinator Bonegilla Migrant Experience
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 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) will develop and operate the BME as a cultural tourism and community asset of national significance, which commemorates the history of post-war migration to Australia and more generally migrant’s contribution to Australia’s national history. The role is accountable for ensuring site operations, heritage interpretation, visitor facilitation and marketing practices at BME are delivered in accordance with goals outlined in the BME Service Catalogue. The role will assist the Team Leader of Bonegilla Migrant Experience deliver on 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

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### This position is accountable for:

- The ability to work out of hours and weekends, as necessary.
- Accountable for the efficient and effective operation of the BME including the supervision of staff, volunteers, contractors and work experience students and ensuring all operational, risk, administration, OH&S, HR and finance systems are carried out appropriately and adhered to.
- Assist the Team Leader Bonegilla Migrant Experience to achieve the implementation of the goals and objectives set out in the BME Service Catalogue, Cultural Services Plan 2021-2026, BME Marketing Plan , BME Masterplan and BME Interpretation Strategy.
- The achievement of specific goals, objectives and policies set by the council vision relating to the provision of visitor services at BME.
- The incumbent has the authority to make decisions regarding the day to day operations of the BME within council policy and procedures.
- Compliance within the BME team of the requirements of the Local Government Act 1989 and regulations, heritage and other relevant legislation, Council policies, delegations and budgets.

### This position is responsible for:

#### **Operations**

- Undertake general office and site administration including rosters, management of tours and function space bookings.
- Identify, collect and collate relevant data and statistics for BME and provide regular reports on operations.
- Implement site operational plans, including whole of site emergency plan.
- Supervise the presentation of general public open area spaces, ensuring public areas (inside and out) are presented in a clean and tidy fashion suitable for the general public.
- Assist Team Leader with managing maintenance schedule for BME site including servicing of equipment
- Ensure all operating systems/procedures are kept current and documented.
- Manage OHS inspections and reporting requirements.
- Support Public Programs Officer with new exhibition content in accordance with the key messages of the BME as per Interpretation Plan.

#### **Conservation**

- Report and analyse incidents, damage and hazards occurring at the site.
- Encourage the public to respect all property.

#### **Site and Program Development and Curation**

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- Increase tourism visitation and economic return on investment;
- Assist the Team Leader to effectively market, promote and build the profile of the site to build visitation;
- Assist public programs officer in the development, planning and carrying out events.

#### **Customer Service and Visitor Facilitation**

- Ensure that information, products and services provided through the Welcome Centre and throughout the

site are in accordance with the requirements of visitors, are consistent with best practice for the industry and deliver according to the BME Interpretation Strategy

- Supervise and train staff and volunteers, maintaining and developing their awareness of the interpretation themes prevalent throughout the site and to be used during customer interactions (especially tour content).
- Support staff and volunteers in the effective delivery of visitor services, including rosters, internal newsletters, induction and training.

### **Education**

- Support the development and maintenance of educational materials for school use and facilitate site educational visits linking with curriculum.
- Support the Team Leader and Public Programs Officer with maintaining the off site interpretation – brochures, website, curriculum links, social media, and newsletter.

### **Marketing**

- Assist the COMMAR team to undertake audience research using a variety of research techniques including surveys and exit interviews with BME visitors.
- Support COMMAR with the content and materials for the e-newsletter, internal and external distribution.
- Support the implementation of the Bonegilla Marketing and Communications Plan.
- Monitor website to ensure information remains up to date and relevant.
- Work with Marketing and Communications team to promote site through social media.

### **Income Generation**

- Support the implementation of fundraising strategies and contribute to the development of fundraising opportunities.
- Coordinate merchandise and publication sales.
- Supervise the coordination of venue hire.
- Ensure activities and projects are achieved within budget and opportunities for increased income generation are maximized.
- Effects of decisions and actions made in this position may be significant but the decisions and actions are always subject to appeal or review by more senior employees.

### **COUNCIL EMPLOYEE VALUES AND BEHAVIOURS**

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

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|-------|--|
| 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          |
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Extend trust – Show a willingness to trust others, even when it involves a measure of risk

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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

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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

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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

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## 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.

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## JUDGEMENT AND DECISION-MAKING SKILLS

- Be organised and set and prioritise daily and weekly activities including for any staff the position supervises.
- Develop plans to meet position requirements including for staff the position supervises, and perform tasks according to established practices and procedures.
- Work to resolve problems and determine appropriate action including for staff the position supervises and escalate issues appropriately.
- Ability to use own judgment to make decisions and resolve daily problems by selecting the best program, method or initiative to achieve goals.
- 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.
- Adhere to budgets approved by Council.

## SPECIALIST KNOWLEDGE AND SKILLS

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- Broad knowledge of the Bonegilla Migrant Reception and Training Centre (or the ability to quickly acquire such knowledge).
- Broad understanding and knowledge of cultural heritage and museum or exhibition practices.
- Knowledge of and skills in planning and implementing marketing / tourism planning concepts.
- The ability to research and identify opportunities relevant to BME that result in positive community outcomes whilst understanding the long term goals of the site.
- The ability to prepare budgets for the purposes of delivering tours, and the purchasing of merchandise, and an ability to convey this information to relevant staff and ensuring budgetary limitations are adhered to.
- Good understanding of Occupational Health & Safety and Risk Management in relation to cultural heritage projects and events.
- The ability to advise Council and the community on the development and implementation of Bonegilla initiatives.
- The ability to drive a vehicle.
- Thorough knowledge of the local area and Council community services.
- The ability to discuss and resolve issues with members of the public.
- The ability to determine the sensitivity and level of confidentiality of public enquiries and refer enquiries outside of knowledge or ability to the appropriate Officer.
- Excellent customer service skills.
- The ability to work with minimum supervision; although guidance and advice are available.

## MANAGEMENT SKILLS

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- Supervise, lead and motivate visitor services officers and volunteers to deliver outcomes and achieve individual and team based goals, including by the provision of instruction and training to ensure they can meet the requirements of their position.
- Good time management and the ability to prioritise tasks for self and any staff the position supervises.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Identify and arrange instruction and training to any staff the position supervisors to ensure they understand and are able to meet their position requirements.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.
- Understand risk, compliance and quality assurance and report issues that do not meet organisational and legal requirements.
- Take care of own safety and wellbeing and that of other staff, and ensure that OHS procedures are followed including by any staff the position supervises.
- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Manage own time effectively and that of staff the position supervises, 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.
- Ability to provide employees under supervision with on-the-job training and guidance.
- Ability to implement personnel practices including those related to equal employment opportunity, OH&S and employee training and staff development.
- Demonstrated ability to manage projects from the conceptual stage to implementation within budget.

## INTERPERSONAL SKILLS

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- Work cooperatively as part of a team, with the ability to gain cooperation from others including any staff the position supervisors.
- Maintain confidentiality as required.
- Document work and work instructions according to established practices.
- Develop effective working relationships and communicate effectively with other employees and external stakeholders including clients and members of the public.
- Provide accurate advice (oral and written) and quality service in the areas of responsibility of the position.
- 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.
- Ability to provide employees under supervision with on-the-job training and guidance.
- Ability to implement personnel practices including those related to equal employment opportunity, OH&S and employee training and staff development.
- Demonstrated ability to manage projects from the conceptual stage to implementation within budget.

## 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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- 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).

#### LICENCES AND MANDATORY REQUIREMENTS

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- Current Drivers Licence
- 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)
- Level 2 First Aid Certificate.
- Food Safety Supervisors Certificate – preferred but not essential

#### EQUAL OPPORTUNITY EMPLOYER

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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

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

#### COGNITIVE JOB DEMANDS

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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

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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.

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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>

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>

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>

## Future Focus

<p>Looks for improvements and is adaptable to change.</p>	<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>
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<b>People Development</b>
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<p>Welcomes opportunities for learning and self-development.</p>	<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>
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<b>Manage Health and Wellbeing</b>
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<p>Takes responsibility for self-care and managing work-life balance.</p>	<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>
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<b>Safety and Risk Management</b>
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<p>Takes responsibility for personal actions and reports safety and compliance concerns.</p>	<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>
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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"> <li>Liaison with internal staff and external agencies</li> <li>Data entry and management</li> <li>Use of organisation's software / systems</li> <li>Phone use</li> <li>Co-ordination and supervision of staff</li> <li>Setting up of events</li> <li>Policy review</li> <li>Public interaction</li> </ul>	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	Implementation of public programs and events	<ul style="list-style-type: none"> <li>Liaison with internal staff and external agencies</li> <li>Data entry and management</li> <li>Use of organisation's software / systems</li> <li>Phone use</li> <li>Co-ordination and supervision of staff</li> <li>Work alongside other council departments</li> <li>Conducting installations</li> </ul>	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"> <li>Public interaction (individuals and groups)</li> <li>Training staff members relating to product knowledge</li> <li>Co-ordination and supervision of staff</li> </ul>	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"> <li>• Opening and closing of site</li> <li>• Liaison with internal staff and external agencies</li> <li>• Data entry and management</li> <li>• Use of organisation's software / systems</li> <li>• Phone use</li> <li>• Co-ordination and supervision of staff</li> <li>• Work alongside other council departments</li> </ul>	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"> <li>Liaison with internal staff and external agencies</li> <li>Data entry and management</li> <li>Use of organisation's software / systems</li> <li>Phone use</li> <li>Co-ordination and supervision of staff</li> </ul>	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"> <li>Liaison with internal staff and external agencies</li> <li>Phone use</li> <li>Use of organisation's software / systems</li> </ul>	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				