



SOUTH GIPPSLAND SHIRE COUNCIL

POSITION DESCRIPTION

POSITION:	Interpretative Guide and Demonstrator
DIRECTORATE:	Development Services
DEPARTMENT:	Coal Creek
CLASSIFICATION:	Band 3
EMPLOYMENT STATUS:	Casual
CURRENT OCCUPANT:	Vacant
DATE:	August 2016

ORGANISATION OVERVIEW

South Gippsland is a place like no other. We have a diverse community and economy set in a magnificent natural environment. We serve our people with genuine well-meaning and strive always to deliver the best outcomes we can.

We are passionate about building and sustaining a great workplace, principled leadership, and providing great opportunities. Our values are present in what we do and how we do it. With a renewed focus on innovation and collaboration, valuing difference and a belief that teams can achieve amazing things, there is a lot to look forward to.

We want to genuinely make a difference to the lives of all those who touch our community, and be part of creating 'a great place for us'.

DEPARTMENT/TEAM

The Development Services Directorate purpose is to enable South Gippsland to be a great place to live work and visit by:

- Enabling the development and protection of our land and environment.
- Building and promoting prosperity for current and future generations.
- Contributing to a safe and sustainable built environment.
- The department's annual operating budget is approximately \$ 1m.

The department of Coal Creek Community Park and Museum is responsible for:



- The day to day management of the Coal Creek Community Park and Museum.
- Preservation and protection of the Collection of items stored and exhibited on site.
- Providing educational experiences for visitors.
- To enhance the liveability of South Gippsland Shire as a key community and cultural assets.
- Operating to minimise the ratepayers subsidy while maximising long term community, cultural and economic benefits for all shire residents.
- Its aim is to become a community icon in South Gippsland through an integrated marketing strategy across key area of community, culture, education, tourism and commerce.

ORGANISATIONAL RELATIONSHIPS:

Reports to: Coal Creek Coordinator

Direct Reports: Nil

Key Internal Relationships:

- Director of Development Services
- Coal Creek Community Park & Museum Site Coordinator
- Coal Creek and Community Park Education Program Leader
- Coal Creek Community Park & Museum Customer Service Officer
- Coal Creek Community Park & Museum Curatorial Officer
- Coal Creek Community Park & Museum Park Team Leader
- Coal Creek Community Park & Museum Park Maintenance Officer
- Coal Creek Community Park & Museum Volunteers

Key External Relationships:

- Visiting Educational groups
- Strategic Partnerships Program partners

1. POSITION PURPOSE

- Conduct interpretative tours and demonstrations that deliver the key educational messages of Coal Creek Community Park & Museum.



2. KEY RESPONSIBILITIES

- Provide interpretative tours and demonstrations for school students, teachers and adults. Focus of sessions to be advised by the Education Program Leader.
- Visitors have experienced the history of South Gippsland through spoken comments, by answering questions, by pointing out features of, in and around the buildings and by hands on demonstrations.
- Study the basic history of South Gippsland, including the features of the buildings, industries and social situations represented in the village, and continue this learning process over time.
- Observe timetables, thus ensuring that tours, rides and changeovers between groups go smoothly, enabling groups to achieve optimum enjoyment and educational outcomes.
- Be flexible and creative with the delivery of each educational experience to accommodate the learning needs of students and the individual adult groups' requirements.
- Liaise with the Education Program Leader and other staff regarding the smooth running and development of programs.
- Attend staff meetings as required.
- Be constantly aware of occupational health and safety issues regarding the operation of the village for visitors, staff and volunteers. Particularly consider danger from vehicles such as the tramway and tractor exhibits involving machinery or moving parts, demonstrations involving tools, and animals.
- Commitment to communicating the heritage of South Gippsland and the village in an educational, experiential and entertaining manner.

3. ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is authorised to/responsible for the following: -

- Accountable for the delivery of Coal Creek Community Park & Museum interpret tours and demonstrations to visitors.
- The freedom to act is limited to the specific guidelines and procedures and is performed under general supervision of the Coordinator.
- Accountable for assisting in the provision of a safe working environment.



- Accountable to act in accordance with the Councils policies and procedures. Where you do not know, you are obligated to find out.
- Accountable to complete the requirements of the role, work as a valued member of the team, and do your best for the community and the Council.
- Demonstrate commitment to support and embrace a continuous improvement environment and culture within the organisation.
- Accountable to demonstrate and encourage appropriate safety practices, report inappropriate behaviours and incidents, participate in training provided, improve work practices to reduce risk.

4. JUDGEMENT AND DECISION MAKING SKILLS

Judgement and decision making will be within the ambit of the following:

- The ability to suggest to management improvements to the interpretative tours and demonstrations.
- The nature of work is well defined and is clearly documented with standards and procedures in place.
- The tasks to be performed are of recurring work with sufficient time to plan work activities.
- Guidance and advice is always available.

5. SPECIALIST SKILLS AND KNOWLEDGE

The skills and knowledge required to perform the duties of the position include:

- Ability to actively interpret and deliver educational experiences around Coal Creek Community Park & Museum.
- Intermediate competency in computers and Microsoft Office software.
- An understanding of tourism and the Coal Creek Community Park & Museum.
- Ongoing development of skills and knowledge through attending professional development programs and taking a proactive approach to continually improving skills and abilities.
- An understanding of Council policies and procedures.



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6. MANAGEMENT SKILLS

The required management skills include:

- Ability to plan and manage one's own workload to achieve specific and set activities.
- Ability to manage groups of visiting students and adults in an assertive and controlled manner.
- Ability to work both independently and as part of a team in an outdoor museum environment.

7. INTERPERSONAL SKILLS

Interpersonal skills include:

- Well developed communication skills and written skills.
- Skill and confidence in public speaking and performing.
- The ability to work as an effective member of a team to maximise the effectiveness and efficiency of the team

8. QUALIFICATIONS AND EXPERIENCE

The qualifications and experience required for the position include:

- Experience in a tourism, museum or theatre environment.
- Experience in providing educational guided tours to large groups.

9. SELECTION CRITERIA

- Experience in a tourism, museum or theatrical environment.
- Experience in providing educational guided tours or performances to large groups.
- Well developed interpersonal skills.
- Ability to deliver interpretive tours and demonstrations around Coal Creek Community Park & Museum.



10. PRE EMPLOYMENT CHECKS

- Applicants may be required to complete a police check if progressing to the next selection stage.
- Applicants may be required to undergo a pre-employment medical examination if progressing to the next selection stage.
- Applicants may be required to undergo an Integrity/Psychometric assessment if progressing to the next selection stage.

Acceptance of the Position – Successful Candidate to Complete	
Agreement:	
I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the general Terms and Conditions of Employment and I agree to the terms and conditions.	
Name (Please print):	
Signature:	Date: