

POSITION DESCRIPTION		
Position Title: Cultural Facilities Assistant	Classification: Band 1 Level 2 Grade 4	Position Number: BHCC-CFA-01
Group/Area: Corporate and Cultural Services	Reports to: Visitor Services Coordinator Events Coordinator Manager Gallery & Museum Library Coordinator	Hours per week: Casual
<p>Our Organisation:</p> <p>Vision: Broken Hill is a vibrant, prosperous and culturally rich Heritage City shared with visitors from around the world.</p> <p>Mission: Council provides responsive community leadership to enhance community living and facilitate a prosperous economy</p> <p>Our Values: Accountability, Pride, Perseverance, Courage & Honesty, Teamwork</p>		
<p>Position Objective:</p> <p>The Cultural Facilities and Events teams unite Council with other stakeholders to deliver broad prospects for economic and cultural participation.</p> <p>This team plays a pivotal role in ensuring Council's a leading partner with our community to achieve our cities vision of being a living museum, known among the world's heritage cities, persistently on the forefront of remote community revival and resiliently transforming its economy to deliver diverse and equitable wealth.</p> <p>This position is responsible for assisting to promote our city as a place to live, work and invest by creating wonderful customer experiences for all members, residents, visitors, artists, exhibitors and hirers of our cultural facilities. The position supports retail operations within our cultural facilities and hospitality services for events.</p>		
<p>Key Stakeholders:</p> <ul style="list-style-type: none"> • General Manager • Director Finance & Commercial • Director Corporate & Community • Civic Centre Coordinator • Visitor Services Coordinator • Gallery & Museum Manager • Library Coordinator • Corporate Services & Events staff • Other Council Departments • Internal and external stakeholders • Community members and visitors 		

Special requirements:

- Must be available to work weekends, public holidays and school holidays
- Hours to be rostered over a 7-day period (Monday – Sunday)
- May be required to work outside of normal hours
- Some work may be required to attend out-of-town promotions which may require overnight or extended stays
- Position incumbents will be required to work across all facilities as required; facilities include:
 - Visitor Information Centre
 - Broken Hill Regional Art Gallery and Albert Kersten Mining and Minerals Museum
 - Civic Centre
 - Broken Hill Library
 - Outdoor venues subject to the event at the time
 - Successful Federal Police Record and / or Working with Children Check may be required

Reporting Lines:

- This position will be required to work under the direction of site-based staff as required.
- This position has no direct reports

Accountabilities**You will use your professional skills and experience to fulfil the following key responsibilities:**

- Provide a high level of customer service and basic administration support across Council Cultural Facilities to ensure quality services, products and solutions are provided and customers receive a quality experience at Broken Hill.
- Undertake general correspondence required, including mail and email distribution, delivering/ sending invitations, maintaining databases and communications, and assisting with ticketing and promotion of events, as required.
- Promote the city and our venues in a positive manner.
- Assist the Cultural Facilities and Tourism and Events teams to meet objectives within their business plans and operations plans to include:
 - Support customer relations and retail operations
 - open, close and set up the facility operate for the day
 - provide assistance and information to people, face to face, phone, fax, email
 - collect admissions, process souvenir /merchandise sales and upsell products and services to provide solutions to customers
 - provide service solutions including suggest itineraries, undertake bookings, research and process event and venue bookings
 - restock goods and ensure accurate records of stock movements are maintained
 - operate and update the point of sale system
 - assist with opening and end of day cashiering, banking or reconciliation processes
 - assist with installation and dismantling of exhibitions as required
 - assist with guided tours, workshops, exhibition opening, and other events as required
 - Participate in risk assessments and ensure hazards, defects, vandalism or breakdowns issues are identified and reported
 - assist with the organisation of functions
 - maintain VIC shop, gallery and museum appearance
 - Assist with preparing for and delivery of education services as required

- Securing of buildings, property as required
- Events and Hospitality Support you will:
 - Assist with the “bump in/out” of touring productions, events including set up furniture, catering tables, shade stands etc
 - ensuring appropriate signage to the location and identifying the location point
 - General cleaning duties to maintain presentation of venue including vacuuming, mopping, monitoring bathroom, dusting, polishing facilities
 - Assist technical staff with lighting, sound desk operation
 - Undertake responsible service of alcohol duties
 - Ushering duties including assisting customers with seat allocation
 - Box Office duties
 - Participate in risk assessments and ensure hazards, defects, vandalism or breakdowns issues are identified and reported
 - Maintain current knowledge of council services, venues and events, publications and attend training to further industry knowledge
- Other Council venues
 - assist with front line Customer Service at the Council administration building,
 - assist with providing support to the Library or Archives
 - assist with general administration to ensure effective maintenance of records
- Ensure all allocated duties are completed in an effective and professional manner within timeframe specified.
- Undertake other duties within employee's skills, competency and training as required.

You will contribute to a customer focused approach to service delivery by:

(N.B. Customers include both internal and external customers, including but not limited to ratepayers, residents, co-workers, councillors, external agencies, suppliers etc.)

- Understanding the overarching outcomes provided by Council through service delivery and infrastructure provision to the quality of life for residents and visitors to our city and having an ability to promote these outcomes.
- Listening to customers and understanding that customer experiences are multi-faceted, and consideration is given to customer viewpoint and sensitivities surrounding particular decisions and interactions.
- Recognise that customers' perceptions are their reality. Create processes to catalogue your customers' reactions and act on this intelligence by aligning your operational practices wherever possible to positively impact on your customers' perceptions.
- Ensure that value is delivered to customers through a commitment to mutual cooperation among employees from different functions and departments.
- Responding to and resolve Customer Requests and enquires in a timely and customer focused manner.
- Ensuring that communication with customers is open, timely and transparent.
- Always act courteously and professionally towards customers.
- Manage difficult situations and conflicts – calmly and professionally.

You will contribute to an effective organisation by:

- Monitoring the external environment to identify potential risks, threats and opportunities related to your department, and ensuring these are considered in decision-making.

You will assist Council in achieving a financially sustainable future by:

- Contributing to a whole of Council approach to resource usage and allocation.
- Maintaining a 'value for money' attitude, through efficient and effective use of resources.
- Making recommendations for innovative improvements in your work area that enhance outcomes for the community and reduce corporate services costs.

You will adopt a teamwork approach by:

- Performing an active role within the team to achieve the objectives of that function.
- Engage in regular communication and co-operation with fellow team members.
- Understanding that all staff at Council are one team working towards a shared purpose and applying a 'whole of organisation' approach to every aspect of your work.
- Embracing and promoting the values of the organisation.
- Setting an example for other employees regardless of reporting lines.
- Committing to self-awareness and improving professional effectiveness.
- Understanding corporate risks that apply to your activities.

You will ensure a safe and equitable workplace environment by:

- Acting in accordance with the NSW WHS Act 2011, WHS regulations and Council's WHS Framework.
- Implementing, monitoring and complying with Council's WHS Framework, including, but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated tools in the work area.
- Adequately familiarising yourself with your WHS responsibilities and actively fulfilling these.
- Ensuring Council's equal opportunity employment practices reflect the highest standards of ethics, and EEO plans are developed and implemented accordingly.

Other duties

In accordance with the Broken Hill City Council Award, Broken Hill City Council is committed to improving the skill levels of its employees and removing any impediments to multi-skilling. This position has therefore been designed to ensure the incumbent of the position (the employee) has a broad and diverse range of accountabilities and duties to perform.

The responsibilities and tasks listed in this position description are indicative only; Broken Hill City Council may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training.

Employees shall have reasonable and equitable access to education and training. Such education and training shall enable employees to acquire the range of skills they are required to apply in their positions.

Position and Person Specification


Essential

- Recent demonstrated relevant work experience in customer service, retail or tourism industry.
- Experience in and or the ability to learn banking procedures; attention to detail to ensure secure and accurate money handling.
- Demonstrated competency in written and verbal communication skills.
- Strong interpersonal skills with an ability to liaise with a broad cross section of people such as community members, tourists, artists and volunteers.
- Demonstrated high level customer service skills with a commitment to a customer service culture and delivery of quality service.
- Administrative skills including basic computer operation, and data entry skills.

- Apply knowledge of Work Health and Safety requirements.
- Willingness to learn and develop broad skills and competencies.
- Demonstrated ability to work with minimal supervision.
- Current Class C Drivers licence.
- Responsible Service of Alcohol Certificate or ability to obtain.

Desirable

- Certificate III in Tourism, Retail or similar qualifications.
- Experience in handling of artefacts and art works, including knowledge of art handling techniques.
- Retail experience including administering point of sale systems, merchandising, stock take and sales.
- Experience supporting events, conferences and meetings including responsible service of alcohol.
- Demonstrated working knowledge of MS Publisher and Photoshop, including experience in the preparation of promotional materials such as brochures and invitations.
- Understanding of the Australian Business Excellence philosophy and commitment to continuous improvement.

Acceptance of Position Description		
Approved: General Manager	Signature: 	Date: 13/04/2022
<i>I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.</i>		
Accepted: Employee Name	Signature:	Date: