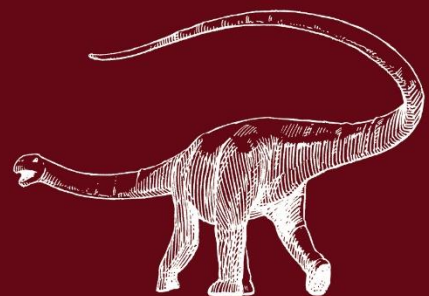


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JOB INFORMATION PACK AND JOB DESCRIPTION FOR THE POSITION OF HEAD OF OPERATIONS

The Australian Age of Dinosaurs Museum of Natural History (the Museum, also known as AAOD) is a relatively young museum staffed by people who are passionate about Australian natural history and getting visitors involved. The Museum holds public dinosaur digs every year and has the world's largest collection of Australian dinosaur fossils. A hands-on fossil preparation laboratory operates year-round and is recognised as one of the most productive facilities of its kind in the Southern Hemisphere. The Museum hosts over 55,000 paying visitors annually, mainly self-drive Australian tourists, school groups and wholesale groups. Giving them a fascinating experience and encouraging them to be ambassadors for the Museum is important to us.

The Museum is located on a spectacular mesa known as The Jump-Up, about 24km south-east of Winton in Central-West Queensland. The Jump-Up covers an area of 1,400 hectares and is Australia's first designated International Dark Sky Sanctuary. With the **Dinosaur Stampede National Monument at Lark Quarry Conservation Park** (110km south-west of Winton) and the dinosaur attractions at Richmond and Hughenden (north of Winton), the Museum plays an important role in attracting visitors to the region by offering a combined experience known as Australia's Dinosaur Trail. The Museum has been managing Dinosaur Stampede National Monument since April 2016 through an agreement with the Winton Shire Council.

Australian Age of Dinosaurs was formed in 2002 and spent its early years based on a local sheep station. The Jump-Up was donated to The Museum by the Britton Family in 2006 and staged development of the site commenced in 2007. Stage 1, located on the northernmost end of The Jump-Up, opened in 2009 and consists of a fossil preparation laboratory, public amenities and staff and volunteer accommodation. Stage 2, located 500m south of Stage 1, opened in 2012 and consists of a Reception Centre with exhibition space (the Collection Room), Museum Shop and Cretaceous Café. An Amenities building and a shuttle bus station have been added at this location since. Stage 3, located two kilometres south-west of Stage 2, is the site of the Australian Age of Dinosaurs Museum of Natural History. Development at this site to date includes Dinosaur Canyon Outpost and five outdoor galleries (opened in 2017) and the *March of the Titanosaurs* exhibition and Gondwana Stars Observatory which opened in May 2021.

The Museum is open seven days a week during the busy tourist season of April to October and six days a week (not Sunday) from November to March. Visitors pay for hourly guided tours of the Laboratory, Collection Room and Dinosaur Canyon. The Laboratory and Collection Room tours run for approximately 30 minutes in duration and the Dinosaur Canyon experience, which includes the *March of the Titanosaurs* exhibition, runs for approximately 1.5 hours. Visitors can walk or drive between their tours at the Reception Centre and the Laboratory whereas a shuttle service transfers them between the Reception Centre and Dinosaur Canyon.

The first tour at the Museum commences at 9am and the last tour starts at 4pm. At Dinosaur Stampede National Monument, the first tour is at 9:30am and the last tour is at 3pm. Wholesale bus tour groups (including school groups) are generally taken on separate tours operating on the half-hour. Some will have morning or afternoon tea and the Museum also offers an evening BBQ experience.

The Museum is headed by a Board, Executive Chairman and management team. It employs around thirty staff during the peak tourist season, reducing to around twenty in the summer months. The Museum also has a strong contingent of volunteers who participate in the Prep-A-Dino program, learning how to prepare dinosaur bones ready for research and display. After completing and passing a 10-day "prep" course, these people become Honorary Technicians, and many return every year to volunteer in the Laboratory. Research on dinosaur fossils recovered during the annual digs is carried out by palaeontologists and students from Australian and international universities and museums.

Winton is an attractive and active town with a shire population of approximately 850 people. The town has a gym, squash court, public swimming pool, golf course, library, Australia Post, NAB Bank, a range of retail outlets and gift shops, several hotels, cafes and grocery stores, a Catholic school (co-ed, prep to year seven) and State School (co-ed, prep to year 12). It is serviced by daily mail trucks and Followmont Transport deliveries (weekdays) and has a range of heavy transport delivery options. There

is a small airport at Winton with a twice-weekly service to Brisbane and Townsville. Daily flights to Brisbane are conducted out of Longreach which is 170km south-east of Winton.

Winton is famous as the home of Waltzing Matilda and the Waltzing Matilda Centre, in the town's main street, is a popular tourist attraction. The town has several festivals each year including the Outback Festival and Way-out-west Fest (biannual) and the annual Vision Splendid Outback Film Festival and Winton Opal Festival. The region is noted for its scorching summers, friendly locals, beautiful scenery and sunsets and unique tourism products.

For further information, please visit:

- the Museum at www.australianageofdinosaurs.com
- Winton at <http://www.experiencewinton.com.au/> and <http://www.winton.qld.gov.au>
- Dinosaur Stampede National Monument at <http://www.dinosaurtrackways.com.au/>
- Australia's Dinosaur Trail at <http://www.australiasdinosaurtrail.com/>

JOB DESCRIPTION

Date	26 April 2023
Job title	Head of Operations
Responsible to	Executive Chairman
Responsible for:	Museum Services Manager Curator of Palaeontology (fixed term) Education & Astronomy Manager Property Maintenance Officer
Key relationships:	Head of Development Executive Chairman Museum Services Manager Curator of Palaeontology Education & Astronomy Manager Property Maintenance Officer Museum and Legacy Fund board members Other Museum staff Company Secretary Auditors and external professional advisors Funders, key sponsors and donors and other stakeholders

1. Job context

The **Australian Age of Dinosaurs Museum of Natural History** (the Museum) is a not-for-profit museum based in Winton, regional Queensland. Its purpose is to discover, prepare, interpret and display dinosaur fossils and tell the story of Australia's natural history. The Museum is dedicated to delivering a world-class attraction that educates and inspires its visitors, providing them with a unique Australian experience.

The Museum is also contracted by Winton Shire Council to manage the **Dinosaur Stampede National Monument at Lark Quarry Conservation Park** (the Park), a Queensland Parks and Wildlife Service site. The Park represents the most concentrated site, and only definitive record, of dinosaur stampede behaviour in the world. Situated 110km south-west of Winton, this visitor attraction is the largest trace-fossil site in Australia.

The Museum has begun the third and final stage of its development. The Head of Operations position has been created to oversee all existing day-to-day operations and to assist the

Executive Chairman and Head of Development, as a member of the Museum's Executive Team, to plan and fund the Museum's project and business development.

2. Job purpose

The position of **Head of Operations** exists to:

- lead and oversee the Museum staff team and operations
- manage the Museum's risk management
- manage the Museum's finances, budgeting and onsite business planning
- lead the Museum's commitment to customer focus
- manage the Museum's human resources (HR) portfolio
- support Museum development and projects and
- support Museum operations.

3. Key output areas

The following key output areas represent the responsibilities of the job holder. From these, agreed performance standards will be established and monitored. These key outputs are not exhaustive. They reflect the current environment and it is recognised that they will be subject to variation dependent on internal and external change.

1. Lead and oversee the Museum staff team and operations

This will be achieved by:

- ensuring the Museum's purpose, vision, core values and other core tenets are communicated and embedded in all operations and capital project developments
- overseeing all operations and ensuring issues are resolved appropriately as they arise
- having or acquiring a good understanding of best museum practices and monitoring the Museum's adherence
- managing direct reports, including performance plans and reviews, and being available to assist and support when required (Note: the Curator of Palaeontology and Property Maintenance Officer liaise directly with the Executive Chairman on some aspects of their portfolios and will keep the Head of Operations informed of work status)
- managing Museum Management Team (MMT) activities and weekly onsite operations meetings while fostering a cohesive and co-operative work environment
- monitoring key business indicators, monitoring monthly financial reports, integration of new and changed operations, assessing new opportunities or risks that might vary the annual plan and budget, and conducting whole-of business strategic reviews as required by the Executive Team
- taking responsibility for overall communications strategy and implementation, in co-operation with the Head of Development's brand, marketing and promotions responsibilities and the Executive Chairman's public relations responsibilities and
- keeping staff informed, motivated to enjoy their jobs and focused on achieving their goals, contributing to and maintaining a fulfilling and healthy staff culture.

2. Manage the Museum's risk management

This will be achieved by:

- completing, implementing and maintaining the enterprise-wide risk management plan for operational, strategic, project and compliance risk
- being mindful of changing internal and external circumstances that might bring risks or opportunities and bringing recommendations to the Executive Team
- developing, maintaining and monitoring compliance with the Museum's policies and procedures (P&Ps), with particular focus on work health and safety, the Delegations Policy, and cash handling and other financial risks; managing the suite of forms that support procedures
- managing the Museum's insurance portfolio, including an annual review and renewals, notifications of changed or new activities and handling any claims or issues and

<ul style="list-style-type: none"> managing the Museum's safety and emergency equipment and security systems, including hardware, software, all safes and keys, cash storage and transport, IT security on and off site, maintenance, monitoring, upgrades and relevant access P&Ps.
<p>3. Manage the Museum's finances, budgeting and business planning</p> <p>This will be achieved by:</p> <ul style="list-style-type: none"> taking full responsibility for the Museum's financial compliance and financial safety at all times leading the development of the annual budget and longer-term budget projections managing the regular monitoring – daily to quarterly as appropriate – of performance against budget and reporting to the Executive Team and MMT as required leading the development of the annual plan and longer-term operational plans, including reviewing what indicators are being measured and why managing the regular monitoring of performance against the annual plan and reporting to the MMT and Museum board as required carrying out the Museum's weekly banking procedures including: uploading payments; forwarding online authorisation requests to the Museum board; tracking expenditure as required and monitoring investments in consultation with the Executive Chairman managing all financial and accounting functions including: regular monitoring and reporting as appropriate; all aspects of financial security (onsite, offsite and online); accounting software and integration; all tax and other government obligations; AAOD Legacy Fund operations; society donations and transfers; end-of-year accounts and annual audit requirements; overseeing all bookkeeping and administration functions including payroll (Head of Operations to sign off) and all reconciliations; overseeing all commercial operations and stocktaking maintaining a Museum asset register and ensuring all financial recordkeeping (including hard copy, online/cloud and computer) are maintained, secure and backed up as appropriate.
<p>4. Lead the Museum's commitment to customer focus</p> <p>This will be achieved by:</p> <ul style="list-style-type: none"> understanding that everything you do has a customer service aspect to it, always treating others with respect and modelling the provision of excellent external and internal customer service at all times fulfilling the role and responsibilities of the Customer Service Champion as set out in the Customer Service Policy & Procedures working with the Head of Development on research, benchmarking and any other aspects of the Customer Service P&Ps as appropriate.
<p>5. Manage the Museum's human resources (HR) portfolio</p> <p>This will be achieved by:</p> <ul style="list-style-type: none"> building and maintaining a culture of transparent, fair and consistent HR practices advising the EC on and managing staff planning and organisational structure changes managing all aspects of staff recruitment, including all processes, communications and documentation eg job descriptions and employment agreements overseeing and contributing to staff induction processes and implementation managing probation period practices, performance planning and reviewing, tasks related to Award changes, overtime and leave approvals and monitoring leave balances, salary and wage reviews (in consultation with MMT and the Executive Chairman), agreement variations, short-term contract completions, disciplinary processes and terminations, exit interviews and any other staff-related matters preparing and maintaining a Policy & Procedures for staff rostering and preparing rosters in collaboration with managers monitoring for and managing any issues such as those related to EEO, harassment, bullying and discrimination, discussing with the Executive Team and resolving as agreed being available to advise and assist or support any staff member if there is a need

<ul style="list-style-type: none"> • maintaining and developing the Museum training and development plan, overseeing its annual implementation and reporting against same • reporting monthly to the Museum board on HR and training status • developing the Museum's relevant policies, procedures, guidelines, rules and forms • keeping up to date with relevant legislation, regulations and case law and ensuring compliance and • maintaining complete, confidential and secure HR records, hard copy and computerised
<p>6. Support Museum development and projects This will be achieved by:</p> <ul style="list-style-type: none"> • working with the Executive Team on all aspects of Museum strategy and direction, particularly to inform short, medium and long-term operational and capital planning • assisting as required with any aspects of capital project planning, business studies, funding, reporting, milestone expenditure and delivery, and any subsequent infrastructure management such as refurbishment or additions • supporting the Museum board and AAOD Legacy Fund board, including providing professional advice, presentations and reports, and ensuring implementation of board decisions and policy; liaising with and assisting the Company Secretary as required and • assisting as required with matters requiring input from legal or other professionals, consultants or specialists.
<p>7. Support Museum operations This will be achieved by:</p> <ul style="list-style-type: none"> • managing the Museum's physical assets including implementing relevant P&Ps, monitoring the condition of assets, repairs and maintenance, and cleaning • managing the purchase, installation and integration of new IT programs equipment, including telephones and internet, training staff in their use, supporting staff in their day-to-day IT use and problem solving and liaising with external providers • maintaining the secure schedule of authorisations, passwords and keyholders etc in collaboration with managers • being mindful of Museum security and safety of the fossil collection at all times • being aware of and following the Museum's work health and safety requirements, and watching out for hazards, at all times – for visitors, staff and yourself • maintaining good relationships with a wide range of internal and external stakeholders, including at all levels of government and • being an excellent role model, advocate and representative for the Museum.

<p>4. PROFILE OF AN IDEAL HEAD OF OPERATIONS</p>

The following job competencies, qualifications and experience represent an ideal applicant. **It is recognised that not all candidates will meet all criteria.**

(a) Job competencies

Knowledge

- An interest in or knowledge of aspects of natural history and Earth sciences
- An understanding of working in the not-for-profit sector, including with volunteers, donors and other stakeholders
- Preferably some knowledge of museum-specific and visitor attraction-specific practices
- An in-depth knowledge of business administration
- An in-depth knowledge of accounting systems, principles and practices

Skills and abilities

- Well spoken, well presented, friendly, polite and respectful

- Able to lead and mentor an enthusiastic team, ranging from first-time employees to experienced managers
- Able to read, analyse and interpret financial statements and data, manage cash flow, prepare detailed forecasts and contribute to commercial objectives
- Highly developed and effective delegation skills
- Excellent writing, editing and other communications skills
- Strong strategic and business-planning abilities
- A commitment to customer focus and customer service and able to deliver this at a world-class level
- Extremely well organised, efficient and effective and able to handle a large and varied workload with aplomb

Behaviour

- A self-aware caring and co-operative nature
- Self-motivated, energetic and enthusiastic in pursuit of agreed goals
- Reliable, dependable and honest
- Flexibility and acceptance that operating six or seven days a week, including public holidays, and some evenings can require some non-standard hours and willingness to 'pitch in' with the team when required
- Able to work calmly and purposefully in a busy environment
- Emotionally intelligent with a professional approach to workplace relationships
- A clear and appropriate communicator; able to hold confidences
- Supportive and enabling of other staff members' objectives
- Able to receive constructive feedback positively
- Willingness to wear the Museum uniform and meet the requirements of the Uniforms Policy & Procedures

(b) Qualifications

Relevant qualifications could include:

- A business management degree or similar
- accounting or bookkeeping qualifications and
- First-aid and CPR certificates

(c) Experience

The preferred experience is:

- as a head of operations or as a senior manager with wide-ranging responsibilities in a not-for-profit organisation, preferably a museum or other cultural institution
- management of a human resources portfolio is essential
- business administration and systems management experience is essential
- management of a finance portfolio including risk management highly regarded
- public-engagement management highly regarded
- facilities management experience highly regarded
- reporting to a board and implementing board policy highly regarded

Note: As the Museum is located 24km from Winton, the Head of Operations is required to have their own car and a current driving licence.

5. CONDITIONS OF EMPLOYMENT

Conditions of employment are set out in the standard Australian Age of Dinosaurs Letter of Offer of Employment and include a three-month probationary period with formal monthly reviews. This is a full-time permanent position, preferably commencing as soon as possible. The Museum operates seven days a week for much of the year. Normal hours of work are 38 hours per week and these can be worked on any day of the week, as co-ordinated with other managers, including weekends and public holidays with no additional payment. As this is a staff position, you will be required to work reasonable overtime for no additional payment when necessary.

A relocation allowance of \$2,000 is available upon presentation of appropriate receipts. The successful applicants may be offered up to four weeks' accommodation at the onsite Maloney Lodge Precinct, at \$15 per day, while they find suitable accommodation in Winton and should be aware that this offer can only be made if a room is available.

6. RUMUNERATION

Museum staff are employed under the Amusement, Events and Recreation Award. It is anticipated that the commencing salary for the position will be in the range of \$100,000 to \$108,000, plus superannuation, dependent on the qualifications, experience and suitability for the position offered.

Superannuation is paid at the rate required by law, currently 10.5% of ordinary hours or work wages.

Successful completion of a three-month probation period will lead to a \$2,000 salary increase.

An annual training and development allowance of up to \$2,000 + GST is available, subject to appropriate approvals being obtained, after one year of employment.

The full text of the Award can be found on the Fair Work Commission website at <http://www.fwc.gov.au/>

7. APPLICATIONS

Applicants should provide:

- a Curriculum Vitae that contains the details of two referees (including name and contact details) who would be willing to assess your suitability for the position if they are contacted on a confidential basis
- if possible, a photo or brief video clip or links to same and
- one written reference from a previous employer who is not a friend or family member.

Applications are assessed against the criteria in the Job Description. To make the most positive impression, you are also invited to submit a self-assessment as to your suitability for the position.