# POSITION: Coal Creek Community Park & Museum

# Interpretative Guide and Demonstrator

CLASSIFICATION: Band 3

EMPLOYMENT STATUS: Casual

**THE ORGANISATION**

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’.

**Click** [**HERE**](http://www.southgippsland.vic.gov.au/downloads/file/443/organisational_structure_-_as_at_1_july_2015pdf) **to view Councils entire organisation chart**.

**THE POSITION**

Interpretative Guide and Demonstrator is responsible for conducting interpretative tours and demonstrations that deliver the key educational messages of Coal Creek Community Park & Museum.

This role is integral part to the Coal Creek Community Park and Museum Team, by ensuring that all visitors to the park and museum leave highly satisfied and a greater knowledge of the local area.

The key responsibilities of this role include –

* + Provide interpretative tours and demonstrations for school students, teachers and adults. Focus of sessions to be advised by the Education Program Leader;
  + Ensure visitors have experienced the history of South Gippsland through spoken comments, by answering questions, pointing out features of the buildings and hands on demonstrations;
  + Be proactive and enthusiastic about continuously developing personal knowledge of the Heritage and history of South Gippsland including features of the buildings, industries and social situations represented in the village; in line with Coal Creek education program lesson plans;
  + Observe timetables, 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 and be available to attend staff meetings as required;
  + Be constantly aware of occupational health and safety issues regarding the operation of the Park 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.

Please follow the links provided for further information on:

* South Gippsland Shire Council [www.southgippsland.vic.gov.au](http://www.southgippsland.vic.gov.au)
* South Gippsland region [www.visitpromcountry.com.au](http://www.visitpromcountry.com.au)
* Gippsland region [www.visitvictoria.com/Regions/Gippsland](http://www.visitvictoria.com/Regions/Gippsland)

To seek further information on this position, or to discuss this employment opportunity further, please contact Emma Fellows-Cooke, Education Program Leader at [Emma.Fellows-cooke@southgippsland.vic.gov.au](mailto:Emma.Fellows-cooke@southgippsland.vic.gov.au).

**ROLE REQUIREMENTS AND RELATED COMPETENCIES**

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| Accountability & Extent of Authority | |
| Band 3 (Generic) | Role Specific |
| * Specific guidelines. * Work under general supervision. * Freedom to act limited but able to plan work at least several days in advance. * Often providers of information & support. | * Accountable for the delivery of Coal Creek Community Park & Museum interpretive tours and demonstrations to visitors. * 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 visitors, 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. |
| Judgement & Decision Making | |
| Band 3 (Generic) | Role Specific |
| * Procedures well understood, clearly documented. * Guidance & Advice always available. * May assist other employees on routine matters. | * 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 lesson plans and standard procedures. * The tasks to be performed are of recurring work with sufficient time to plan work activities. |
| Specialist Knowledge & Skills | |
| Band 3 (Generic) | Role Specific |
| * Limited degree of skill. * Understanding of organisational context including relevant policies & procedures. | * 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. |
| Management Skills | |
| Band 3 (Generic) | Role Specific |
| * Basic skills in managing time, planning & organising own work. * Guidance, advice & training of other staff in routine matters. | * Ability to plan and manage one’s own workload to achieve specific and set activities. * Ability to manage groups of visiting students and adults, * Ability to work both independently and as part of a team in an outdoor museum environment. |

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| Interpersonal Skills | |
| Band 3 (Generic) | Role Specific |
| * Oral & written communication with clients, employees & members of public. * Resolve minor problems. | * Well-developed communication skills and written skills. * Skills 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. |
| Qualifications & Experience | |
| * Experience or qualifications in providing educational guided tours or thematic interpretation to large groups; * Experience or qualifications in a tourism, museum or theatrical environment. | |
| Role Specific Selection Criteria | |
| * Experience in providing educational guided tours or performances to large groups; * Confident public speaking and verbal communication skills; * Ability to deliver interpretive tours and demonstrations around Coal Creek Community Park & Museum; * Well-developed interpersonal skills; * A Satisfactory Police Check and working with Children Check. | |