



SHRINE OF REMEMBRANCE
MELBOURNE

EDUCATION OFFICER
1.0 FTE

Grade 2.2

VERSION	1.3	
APPROVED BY HR ADVISER		
APPROVED BY DIRECTOR		
APPROVED BY CHIEF EXECUTIVE OFFICER		

THE SHRINE OF REMEMBRANCE

The Shrine of Remembrance is Victoria's pre-eminent memorial to the service and sacrifice of Australian men and women in times of war and peacekeeping. It is a building with a soul, sharing the stories of extraordinary people whose efforts and experiences have shaped, and continue to shape, our nation.

A Melbourne icon, the Shrine is consistently ranked among the nation's leading visitor attractions. Major redevelopment now facilitates provision of enhanced exhibition, education and learning programs to over one-million people each year.

CHARTER, VISION, MISSION AND VALUES

Charter

The objectives of the Shrine of Remembrance are defined in the *Shrine of Remembrance Act 1978*, as are the duties of Trustees, which are:

1. Responsibility for the care, management, maintenance, preservation of the Shrine of Remembrance;
2. The development, promotion, management and the staging of ceremonial activities and events to commemorate the service and sacrifice of Victorians and Australians in war, conflict, peacekeeping and peacemaking, including, but not limited to, wreath laying and other ceremonial or commemorative activities; and
3. The development, promotion, management and implementation of public programs to inform, education and promote understanding among Victorians and visitors about the history, experience, service and sacrifice of Victorians and Australians in war, conflict, peacekeeping, and peacemaking, including, but not limited to, exhibitions, lectures, publications, school learning and outreach programs.

Purpose

To honour the service and sacrifice of Victorians and Australians in war, conflict, peacemaking and peacekeeping.

Vision

That all Victorians remember, value and commemorate service and sacrifice.

Mission

To engage all Victorians in commemoration through reflection, ceremony, education and learning.

Values

The Shrine will adhere to, and be known for, the values of integrity, loyalty, service, respect and inclusion.

THE OPPORTUNITY

Education Officers work as a team to support the development, coordination, and delivery of high-quality curriculum-aligned education programs, promoting student engagement in commemoration and ensuring that the Shrine remains relevant, accessible, inclusive, and welcoming to all Victorian schools and students. Education Officers support a flourishing volunteering program which attracts, retains, and develops volunteers of diverse backgrounds, including a yearly cohort of student volunteers (the Young Ambassador program).

Under the direction and guidance of the Education and Volunteer Manager, each member of the team has the opportunity to coordinate one or more sections of the Education and

Volunteer program, while collaborating with and assisting the other team members on different program sections:

- **Education:** coordinate onsite face-to-face and remote programming including planning, administration, operational delivery, and communications
- **Volunteers:** coordinate the planning, administration, training, compliance, and communications for the ongoing volunteering program and coordinate the Young Ambassador program.
- **Outreach:** coordinate the Shrine's education outreach program including planning and delivery of face-to-face offsite programs at a range of locations across Victoria, including schools, cultural and community venues
- **Family:** design and coordinate the delivery of engaging age-appropriate commemorative activities for families.

ORGANISATIONAL RELATIONSHIP

The role reports to the Education and Volunteer Manager and is required to work collaboratively with a small team of education professionals and collegially with other work teams across the Shrine of Remembrance. The role requires the individual to build and maintain working relationships within the broader education, cultural, and community venues sectors and the Victorian commemorative community.

DUTIES SPECIFIC TO THE POSITION

- Uses knowledge to create, coordinate and deliver, Shrine education services including student programs to onsite and offsite audiences
- Create volunteer support programs including training sessions and social events that comply with relevant legislation.
- Support the Education and Volunteer Manager in developing inclusive and engaging programs across all relevant areas of the Victorian curriculum.
- Undertake daily operational supervision of teams of volunteers engaged in delivering education services. Train and mentor volunteers as they work toward the delivery of student programs to defined standards.
- Plans, leads, and facilitates information sessions to groups of people including colleagues, volunteers, students, teachers, families, and ex-service association members. Uses persuasive and negotiation skills to deal effectively and respectfully with individuals and small groups.
- Administer Shrine education and volunteer programs including adapting and maintaining office support systems, databases, reporting systems, and communication tools.
- Create, maintain, and share materials such as itineraries, duty rosters, activity and resource schedules and information for education and volunteer stakeholder audiences.
- Administer and coordinate routine and one-off projects of defined scope with limited direction, independently and as part of a team.
- Participate in reviews of Shrine education programs and identify and suggest improvements to procedures and processes within the work area
- Work collaboratively with other teams to deliver student-focused commemorative events. Support and contribute to activities on major commemorative service days such as Anzac Day, Remembrance Day and Legacy Day for Students.
- Support within the scope of the position other Shrine programming and projects as required.

KEY OUTCOME AREAS

- Works as an effective team member by assuming responsibilities for defined areas of the education and volunteer program.
- Plans, prioritises, and manages work and tasks in their work area in an accurate and timely manner.
- Applies practical and theoretical subject matter knowledge related to the Shrine and to Australian wartime and military experiences. Undertakes research for education and volunteer programs within the scope of briefs provided to prepare accurate, inclusive, and audience-appropriate written and audio-visual material.
- Administer and progress research-based tasks such as the generation of handouts, videos, presentations, and web pages to a professional standard.
- Collaborates and supports other team members, to deliver agreed and defined targets, projects, and outcomes.
- Share essential administrative materials, information and resources effectively to facilitate team productivity and effectiveness.
- Maintains positive relationships with internal and external stakeholders.
- Maintains knowledge of legislation, regulations, and policies specific to the role.

COMMUNICATION

- Reports to the Education and Volunteer Manager
- May coordinate one or more sections of the overall Education and Volunteer program, and act as a reference point for others in the team and the organisation on information, operations, processes, and plans relevant to those sections.
- Collaborates with and assists other members of the Education and Volunteer team. Regular, inclusive, timely and accurate communication is essential.
- Daily operational supervision of shift teams of volunteers engaged in education program delivery.
- Will liaise with other staff, volunteers, schools, teachers, students and their families, offsite cultural and community venue personnel, ex-service stakeholders, suppliers and service providers, often communicating on behalf of the broader education and volunteer team as well as about their work

CORPORATE RESPONSIBILITIES

Staff are required to comply with the Victorian Public Sector Code of Conduct and all Shrine policies and procedures and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All staff are required to immediately report any incidents, hazards or near misses to the relevant supervisor and actively participate in hazard elimination as required.

SELECTION CRITERIA

Essential

- Experience in the collaborative development, coordination, and delivery of engaging and inclusive educational programs
- Demonstrated effective communication and presentation skills
- Demonstrated organisational skills including proven ability to work well under pressure and as part of a team to achieve defined target, projects and outcomes.
- Highly developed written communications skills including the ability to use research, observations, and audience data to make continuous improvement suggestions.
- Knowledge of Victorian curriculum content and methodologies, especially in Humanities, across all year levels.
- Some experience and understanding of volunteering programs and the regulations and guidelines that govern adult volunteering.

- Relevant tertiary qualification/s or substantial related on the job experience within a similar context.
- Ability to undertake travel to regional Victoria to deliver outreach programs, occasionally staying overnight.
- Hold and maintain a valid Driver's Licence.

Desirable

- Awareness and understanding of Australia's wartime and military heritage.
- Awareness of a range of pedagogical approaches relevant to the cultural setting of the Shrine and to the student audiences we engage.
- Awareness of the history of the Shrine of Remembrance, and the capacity to continually improve and expand on this awareness
- Awareness of best practices and trends in cultural venue education programming, especially in war memorials.

CONDITIONS OF EMPLOYMENT

- The employer is the Shrine of Remembrance Trustees.
- This is a 1.0 FTE ongoing position.
- The position is classified as Grade 2.2 and receives salary plus employer superannuation and annual leave loading.
- Hours of work are determined by individual agreement.
- The general conditions of employment relating to this position are set out in a Letter of Offer. Other conditions of employment are contained within the Shrine of Remembrance Enterprise Agreement and Shrine of Remembrance Staff Induction Manual, as amended from time to time.
- Annual performance and development reviews will be undertaken in accordance with the Shrine Performance Development Review Guidelines.
- Appointment to the position is dependent upon satisfactory completion of psychometric testing with the Shrine nominated provider (this does not apply to internal applicants).
- External candidates may be required to undergo and pass a pre-employment medical check and fitness assessment with the Shrine's nominated medical practitioner.
- Provide proof of any post-secondary qualifications or industry accreditations.
- Accessibility: The Shrine will continue to create and maintain an accessible and inclusive environment for staff. The Shrine will give due consideration to any reasonable specific adjustments necessary to the workplace to accommodate a staff member. This position, however, is best suited to people with the ability to stand for extended periods, walk long distances, including up and down stairs, and lift and carry equipment.