



VISITOR EXPERIENCE OFFICER
(FULL-TIME/PART-TIME/CASUAL)
GRADE 2.1

VERSION	1.1		
APPROVED BY HR ADVISER			6/1/2022
APPROVED BY DIRECTOR VISITOR EXPERIENCE			6/1/2022
APPROVED BY CHIEF EXECUTIVE OFFICER			6/1/2022

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 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

The Shrine is committed to excellence in all its interactions with visitors. Our Visitor Experience Officers play a key role in shaping and enhancing our visitors' experience, making them welcome, connecting them with the Shrine's purpose and engaging them in commemoration through reflection, ceremony and learning. This position supports all aspects of our visitors' experience including face to face engagement across the Shrine Reserve, tours, remembrance services, retail, public programs and events.

ORGANISATIONAL RELATIONSHIP

This position reports to the Visitor Experience Manager - Operations.

DUTIES SPECIFIC TO THE POSITION

- Providing excellent face to face engagement to all visitors; making them welcome, orientating them and engaging them with the Shrine's purpose.
- Supporting and working with the Shrine team to carry out the Shrine's daily operations including general visitation, retail, remembrance services, public programs, education programs, special exhibitions, venue hire and events.
- Delivering evocative and memorable tours and actively participating in ongoing tour training, evaluation and improvement.
- Operating live-stream equipment in the Shrine's production studio and at locations across the Shrine monument and Reserve.
- Front line reception duties including as first point of contact for enquiries in person, by email and by phone.
- Undertaking administrative tasks in support of the Visitor Experience team.
- Following emergency procedures as a Warden in the event of an incident or emergency.
- Providing First Aid.

KEY OUTCOME AREAS

- Excellent levels of service and engagement provided to all visitors as measured by visitor and supervisor feedback.
- Outstanding tour experiences provided as measured by visitor and team evaluation.
- Contribute to continuous improvement of tour delivery in response to ongoing evaluation and feedback.
- Promotion of tours to visitors resulting in tour sales.
- Successful delivery of live streaming.
- Support of safe, incident free services.
- The Shrine's daily operations are carried out according to established procedures.
- Continuous and ongoing growth in knowledge of and connection to the Shrine's purpose and programs.
- Support within the scope of the position of other Shrine programming and projects as required.

COMMUNICATION

- This position reports to the position of Visitor Experience Manager - Operations.
- This position will work from time to time under directive oversight of other staff including the Director Visitor Experience, Visitor Experience Manager - Events, Ceremonial Program Manager, and other Shrine team members.
- Teamwork is a vital part of this role and is required to be timely, respectful, and inclusive across the Visitor Experience team and the wider Shrine organisation.
- Liaison with relevant internal stakeholders including volunteers, staff, PSOs, trustees, Life Governors and Governors.
- Direct communication with external stakeholders including visitors and Ex-Service organisations.

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

- Empathy with the objectives of the Shrine of Remembrance.
- An understanding of, and commitment to, excellent customer service and facilitating exceptional experiences.
- Excellent interpersonal, communication and interpretative skills with the ability to engage and connect with our diverse visitors.
- Ability to lead and facilitate groups.
- A positive, can-do attitude, the ability to work as part of a team, to be constructive, adaptable, and committed to ongoing improvement.
- Competence in use of computers and MS Office and willingness to adapt to and embrace new technology.
- Demonstrated organisational and administrative skills including the ability to work independently and proactively with limited supervision.
- An understanding of and commitment to good occupational health and safety practices.
- Sufficient level of physical fitness to undertake the role. The ability to stand for extended periods, walk long distances, including up and down stairs, and lift and carry equipment.

Desirable

- Cert IV accreditation / certification as a professional tour guide, or similar.
- Retail and cash handling experience including use of EFTPOS and POS systems.
- Level 2 First Aid Certificate, CPR and use of a defibrillator and experience delivering first aid.
- Experience with live streaming software and equipment.

CONDITIONS OF EMPLOYMENT

- The employer is the Shrine of Remembrance Trustees.
- The position is classified as Grade 2.1 plus employer superannuation and annual leave loading.
- 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.
- Hours of work are determined by individual agreements:
- Full time VEOs will work 38 hours per week within the span of ordinary hours. The regular, rostered days are set out in individual agreements. Work outside these hours may be required from time to time and is covered by the overtime clause.
Permanent part time VEOs will work agreed hours.
 - Remuneration is based on Grade 2.1, plus superannuation. Weekend and public holiday work will attract overtime.
- Casual VEOs work on an as need basis as per roster requirements, this includes weekends and public holidays, excluding Christmas Day & Good Friday.
 - Remuneration is based on Grade 2.1 plus casual loading and superannuation. Weekend and public holiday work will attract overtime.
- Annual performance and development reviews will be undertaken in accordance with the Shrine Performance Development Review Guidelines.
- The position is dependent on successful police and 'working with children' checks.
- The position is dependent on successful Shrine tour accreditation following the Shrine's training program and assessment. New employees will commence on the Grade 1.1.1 Training Wage until they successfully complete the training program, when they will translate to Grade 2.1.1.
- The position is dependent on the successful completion of Level 2 First Aid, CPR and Defibrillator training within 3 months of employment.
- The position is dependent on satisfactory completion of psychometric testing with the Shrine nominated provider (this does not apply to internal applicants).
- Candidates will be required to undergo and pass a pre-employment medical checks 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.