



POSITION DESCRIPTION

John Flynn Place Coordinator

JOHN FLYNN PLACE COORDINATOR

POSITION TITLE:	John Flynn Place Coordinator
POSITION NUMBER:	5003
AWARD:	Queensland Local Government Industry (Stream A) Award – State 2017
AWARD CLASSIFICATION:	4 - 5 Provisions of appointment pay level and progression to be in accordance with the applicable award
REPORTS TO:	Manager Tourism and Economic Development
DEPARTMENT:	Community Development
LAST REVIEWED:	August 2021

ABOUT US

Our communities are famous throughout Australia for being the friendliest in North West Queensland. Our towns are well serviced, our natural resources are used wisely, our local economy is diverse and strong, and the local government administration works collaboratively with us to achieve our aspirations.

Our Commitment

We inspire people to
create a better future.

We Value



Honesty



Integrity



Accountability

Our Vision

Whether you live here or visit, you will see how much we value our natural beauty, how connected our communities are, and how balanced growth makes this the best place in the world.

OBJECTIVE OF THIS ROLE

John Flynn Place Museum honours an Australian visionary and those who joined his campaign for better living conditions in remote Australia. The museum recounts an era of technological advance when aviation and radio overcame the isolation of vast tracts of the continent. The museum is constructed over four levels of displays including the Fred McKay Art Gallery and gardens.

The role is to manage and maintain Council's valuable local asset through professional management and friendly services including implement initiatives so that the museum and centre continue to provide and preserve this significant history of the Cloncurry and wider community.

REPORTING LINES

This position reports to the Manager of Tourism and Economic Development. This position works closely with internal and external stakeholders.



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GENERAL DUTIES AND RESPONSIBILITIES

- Provide friendly and professional customer service and day to day operations of the museum.
- Be the first point of contact for telephone enquiries for the Museum.
- Provide a high level of service to the public ensuring questions regarding the Museum are answered politely and with alacrity.
- Deliver the highest level of customer service to ensure all services delivered exceed the expectations of all stakeholders.
- Represent the Council on the Friends of John Flynn Place Committee.
- Provide support services, resources or information for community events as required.
- Manage, train, and support staff (part time, full time, volunteer, and casual) to work within the museum across customer service, sales, information provision and accommodation referral.
- Manage, maintain, and order merchandise stock for retail, adhering to the budget.
- Prepare monthly reports for Council on sales and visitor numbers.
- Assist the Tourism and Economic Development Manager when required.
- Attend museum and cultural events on behalf of Council.
- Other duties as reasonably requested within the scope of the position.

KEY RESPONSIBILITIES IN THIS ROLE

Museum Development Responsibilities:

- Maintain museum exhibition pieces and displays.
- Identify funding opportunities from various private and public sector agencies for museum development and promotion, including although not limited to, grant applications, etc.
- Identify networks and partnerships to further enhance the promotion and standard of the Museum.
- Develop packages to attract school and coach groups in collaboration with other Council venues (e.g., Cloncurry Unearthed).
- Develop and organise temporary exhibitions and organise opening night events (e.g., Wine & Cheese nights, outdoor film nights, launches/welcomes, and networking events, etc.).
- Develop in coordination with the Manager Tourism and Economic Development, the Communities Officer, and the Coordinators of the Library and the Visitor Information Centre, an annual exhibition calendar. This is to include promotion of the exhibitions from the museum collection and utilise both local and visiting artists.
- Work cooperatively with Council, Cloncurry Unearthed, Bob McDonald Library, Dr David Harvey-Sutton Gallery to promote John Flynn Place and general tourism for the Cloncurry region.
- Ensure the continued development of John Flynn Place.
- Develop and implement policies and procedures to support museum activities.
- Assist in the development, implementation, and review of a business and marketing plan for John Flynn Place.
- Assist in the development, implementation, and review of Councils operational plan and associated strategies including masterplans for John Flynn Place.
- Work with the Manager Tourism and Economic Development to identify, apply and acquit funding in relation to museum development.
- Remain conversant with Museum and Art Gallery standards by reading literature, attending seminars and workshops in order to ensure John Flynn Place runs to the highest of standards.
- Maintain a catalogue of museum pieces.
- Establish and maintain effective networks with local, regional, and state museums and related entities.
- Manage risk associated with exhibitions and collections.
- Share relevant information with colleagues and contribute to effective internal communication.
- Contribute to the preparation and acquittal of sponsorship, grant, and other funding applications for Museum programs.
- With the Manager, review and develop (as required) exhibition schedules in accordance with the Council's Museum, tourism, and economic development strategy/plans. This includes:



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- establishing and managing a process for the assessment and selection of exhibition proposals incorporating input from internal and external stakeholders.
- initiating and developing concepts for exhibitions (as required).
- seeking out potential travelling / touring exhibitions that may be applicable.
- Coordinating curators, artists, designers, and other exhibition contributors.
- Ensure that the findings of visitor evaluation, customer and market research are incorporated into the development of exhibitions (as required).
- Lead the periodic review and refurbishments of permanent exhibitions.
- Schedule and oversee implementation of regular object rotations in the Museum's permanent exhibitions (as required).
- Develop and regularly update exhibition-related policies.
- Ensure the establishment of and adherence to processes, procedures, and systems for the management of exhibitions.
- Ensure the good condition and operation of all the Museum's exhibition spaces.

Day to Day Operations Responsibilities:

- Work in concert with the Friends of John Flynn place to develop projects and exhibitions for the Museum.
- Provide local tourist information.
- Conduct and manage cleaning of the museum, toilets, and garden surrounds; maintain the gardens and lawns and perform basic maintenance tasks for the outdoor areas.
- Actively promote and maintain a positive image of John Flynn Place Museum and Cloncurry Shire Council.
- Work with the Cloncurry Unearthed Coordinator and the Library Services Coordinator to develop and manage casual library and tourism officer work rosters.
- Provide clear training to support staff.
- Direct support staff while they are rostered to work at the Museum, ensuring the meeting of industry guidelines and codes of practice (e.g., workplace health and safety).
- Develop policies and procedures in relation to the facility's operational requirements.
- Perform customer service and clerical activities that include, but are not limited to, operating the tourist shop, cashiering, banking, and reconciliation.
- Coordinate venue appropriate souvenir purchases and stock control.
- Ensure the accurate recording of visitor statistics.
- Prepare and monitor budget allocations for the facility.
- Service coach tours and other group visits (e.g., morning or afternoon tea).
- Conduct guided tours.
- Prepare monthly, quarterly, and annual operational reports on the museum for Council.
- Provide support with Community Development events and activities.

ABILITIES, SKILLS AND KNOWLEDGE REQUIRED

- A genuine interest in tourism and museum industry with excellent customer service skills and the ability to deal with situations of potential conflict.
- A demonstrated ability to deal with members of the public (in person, over the telephone, or via written correspondence).
- Possess the ability to problem solve.
- Sound computer literacy (a working knowledge of Microsoft applications is highly desirable).
- Having the ability to manage tasks: setting and managing duties efficiently and effectively.
- Possess the ability to effectively supervise and mentor casual staff and volunteers.
- Displaying a positive attitude towards work, a willingness to help others, and the ability to work effectively in a team environment.
- Knowledge of the local area, tourism and museum industry or a willingness to learn.
- Experience of cash handling, point of sale use and receipting.
- Ability to promote effectively displays and exhibitions.
- Working knowledge of government operations, structure and services, programs, policies, and activities in relation to Museum development.



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- Understanding of Workplace Health & Safety practises and public liability.

KEY SELECTION CRITERIA

The following key points should be referenced in an application:

- Ability to communicate with the public both verbally (in person and over the phone) and in writing (email or postal correspondence).
- The knowledge base required to promote and reference a tourism centre.
- Proficiency in the use of computer programmes for word processing, spread sheets and POS.
- Knowledge of the history of Cloncurry and its surrounding areas as well as any areas of interest to visitors.
- General administrative, clerical, and customer service skills.
- Skills in administrative and customer service skills within an office environment including financial tasks.
- Excellent organisational skills and ability to set priorities, meet deadlines and achieve targets.
- Knowledge of community organisations, museums, and other cultural institutions with potential for collaboration and partnerships with the Museum.
- Demonstrated experience in planning and managing projects and budgets.
- Proven ability to develop and manage relationships with internal and external stakeholders from a wide range of backgrounds.
- The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

QUALIFICATIONS, EDUCATION AND LICENCES REQUIRED

Mandatory:

- A current Police Clearance
- Hold and maintain an unrestricted C class driver's licence.
- Positive Notice Working with Children Blue Card.

Desirable:

- Qualification in Tourism or Museum Services (arts management, humanities, the arts, education) is desirable, or possession of demonstrated experience in the tourism and/or museum industry.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Required to set outcomes within defined constraints.
- Provides specialist, technical or professional advice.
- Freedom to act governed by clear objectives and/or budget constraints.
- Solutions to problems generally found in precedents, guidelines, or instructions. Assistance is usually available.



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WORKPLACE HEALTH & SAFETY OBLIGATIONS

All Cloncurry Shire Council Officers have an obligation to uphold workplace health and safety due diligence when working for the Council, Under Section 27 of the *Work Health and Safety Act 2011* ("Act")

To ensure that the person conducting the business or undertaking:

1. to acquire and keep up-to-date knowledge of work health and safety matters
2. to gain an understanding of the nature of the operations and generally of the hazards and risks associated with those operations
3. has available for use, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety from work carried out as part of the conduct of the business or undertaking
4. has appropriate processes for receiving and considering information regarding incidents, hazards and risks and responding in a timely way to that information
5. has, and implements, processes for complying with any duty or obligation of the person conducting the business or undertaking under this Act

All employees of the Cloncurry Shire Council will be required to uphold the obligations mentioned above.

Please sign below if you have read, understood, and accepted the responsibilities of this position as outlined in this position description.

Name

Signature

Date