

POSITION DESCRIPTION – Professional Services Staff For levels 6/7 and above

Position Title: Supervisor Level: 6/7
Faculty/Division: Faculty of Social Sciences Department/Location: Early Start Discovery Space

Primary purpose of the position:

The supervisor will design and implement educational programs associated with the Early Start Discovery Space's mission and exhibits. They will be responsible for training and coordinating student interns, volunteers and casual staff in the exhibition areas and for ensuring the smooth running of the visitor service operations of the Discovery Space. The supervisors are critical to delivering an engaging, accessible and educational experience for children and their carers, encouraging learning through play, leading staff and using budgets and resources effectively.

Position Environment:

The Early Start Project is a \$44m multidisciplinary venture which includes Australia's first children's museum, the Early Start Discovery Space. The Discovery Space will encourage active participation of children and adults in a range of learning experiences. The Discovery Space will include stimulating exhibits and exciting educational programs to pique the interest of visitors. The Discovery Space is due to open to the public in 2015.

Major Accountabilities/Responsibilities:

	Responsibilities	Outcome	Percentage of Time
1.	Develop and deliver experiences and programs to be offered through the Discovery Space that are aligned to the Early Childhood and Primary School curricula.	Provide high quality educational experience for early childhood, school and public visits.	30%
2.	Manage, supervise and train interns and volunteers in the visitor services and exhibition operation of the Discovery Space. This will include the creation of intern and casual staff rosters and the coordination of intern/casual staff day to day activities.	To provide the highest quality customer experience for all visitors to the Discovery Space and to ensure that the centre is adequately staffed on a daily basis.	30%
3.	To provide a high level of customer service to visitors, groups and stakeholders to maximise the visitor experience and satisfaction.	Promote repeat visitation and promotion of the Discovery Space.	10%
3.	Contribute to the financial operations of the Discovery Space including the monitoring of budgets and achieving targets as set.	Ensure all aspects of the Discovery Space are financially sustainable.	10%
5.	Manage building and experience functions to ensure they meet the Early Start's objectives e.g. contributing to ensuring experiences and equipment are based on industry best practices, meets WHS, child safety and quality of customer expectation requirements.	A safe and functional environment for visitors of all ages and abilities.	10%
6.	To ensure the Discovery Space is operational at the start of day, throughout the day and that all required procedures are in place	Discovery Space is ready for visitor sessions.	10%

	e.g. cash management is completed at the end of the day.		
7.	Supervisory roles: Provide a positive work environment which will encourage volunteer participation.	To foster direct relationships with staff and enhance engagement with the organisation.	Ongoing
8.	Observe principles and practices of Equal Employment Opportunity	To ensure fair treatment in the workplace	Ongoing
9.	Have WH&S responsibilities, accountabilities and authorities as outlined in the http://staff.uow.edu.au/ohs/commitment/responsibilities/document	To ensure a safe working environment for self & others.	Ongoing

Inherent Requirements:

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.

Reporting Relationships:

Position Reports to:	Manager, Business Services and Manager, Experiences & Visitors
The position supervises the following positions:	Student interns, volunteers, casual staff
Other Key Contacts:	Early Start Chief Operating Officer Other Faculty staff

Key Relationships:

Contact/Organisation:

NSW Department of Education and Communities (DEC),
Early Childhood Australia (ECA), Australian Children's
Education & Care Quality Authority (ACECQA), Other
childcare, preschool and school organisations

Purpose & Frequency of contact

Weekly

Key Challenges:

1. To build the education program for the Discovery Space from a start-up operation
2. To provide a positive visitor experience for visitors from early childhood education and care centres, preschools, schools and the public
3. To react quickly and effectively in unexpected situations
4. To maintain a competent and enthusiastic group of interns and volunteers
5. To achieve the unit's strategic work objectives through direct communication and consultation with staff and colleagues.

SELECTION CRITERIA - Knowledge & Skills:

Essential:

- Familiarity with formal and informal education practices, standards, resources and curricula
- Leadership skills with the ability to manage, train and support a customer focused team
- Excellent communication and interpersonal skills
- Demonstrated ability to prioritise, plan and organise work in a multi-task environment
- An understanding and positive attitude towards the mission and operation of the Discovery Space
- An ability to find innovative solutions and create quality outcomes on a limited budget.

SELECTION CRITERIA - Education & Experience:

Essential:

- Tertiary qualifications in Education, Science or Museum Studies or related field and/or relevant professional experience and training of equivalent professional attainment.
- Operational business experience and experience in supervising staff, interns or volunteers ideally in a customer service or visitor attraction environment
- Knowledge of requirements for working with children and families or early childhood/primary school experience
- Experience of delivering educational presentations and producing education support material.

Personal Attributes:

- High level customer service skills
- Flexible attitude and ability to use initiative
- Capacity to work productively as part of a team

Special Job Requirements:

- One weekend shift per week will be necessary
- Ability to work occasional out of hours for special functions
- Compliance with statutory requirements and UOW policy in relation to Working with Children

Organisational Chart:

Organisational chart coming soon.

Approval:

Approved by Head of Unit: _____

Date: _____

Approved by Human Resources: _____

Date: _____