

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

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

Primary purpose of the position:

The supervisor 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 supervisor will also assist in provision of customer service delivery, operating ticketing systems and membership management. 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 only children's discovery 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.	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%
2.	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.	30%
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%
4.	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%
5.	To ensure the Discovery Space is operational at the start of day, throughout the day, including ticketing systems and front of house activities, and that all required procedures are in place e.g. cash management is completed at the end of the day.	Discovery Space is ready for visitor sessions.	10%
6.	Develop and deliver experiences and programs to be offered through the Discovery Space that are aligned to the Early	Provide high quality educational experience	30%

	Childhood and Primary School curricula.	for early childhood, school and public visits.	
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

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
Tourism organisations

Purpose & Frequency of contact

Weekly

Key Challenges:

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

SELECTION CRITERIA - Knowledge & Skills:

Essential:

- Demonstrated 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.

Desirable:

- Familiarity with formal and informal education practices, standards, resources and curricula

SELECTION CRITERIA - Education & Experience:

Essential:

- 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 in rostering and coordinating staff in a fast paced, dynamic customer service environment

Desirable:

- 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
- 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.

Roles and Responsibilities in Relation to Workplace Health and Safety:

The University of Wollongong is committed to providing a safe and healthy workplace for its workers, students and visitors. All members of the University community have a collective and individual responsibility to work safely and be engaged in activities to help prevent injuries and illness.

In addition to the major accountabilities/responsibilities required for your position, you also hold the following roles and responsibilities in relation to Workplace Health and Safety:

All Staff

- Take reasonable care for your health and safety as well as others.
- Comply with any reasonable instruction by the University.
- Cooperate with any reasonable policies and procedures of the University including reporting of hazards or incidents via the University reporting process.
- Certain staff have specific responsibilities for Work Health and Safety (WHS), further information is available in the document [Roles And Responsibilities for WHS](#) and [WHS Management System](#).
- Ensure work area, equipment and practices are compliant with applicable legislation, standards, codes of practice and University guidelines.
- Ensure risk management activities are undertaken to minimise WHS risk including hazard and incident reporting, risk assessment and safe work procedures.
- Provide the necessary instruction, information, induction, training and supervision to enable work to be carried out safely.
- Ensure Work Health and Safety (WHS) activities and requirements are implemented for area as outlined in the [Roles And Responsibilities for WHS](#) and [WHS Management System](#).

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.