

STATEMENT OF DUTIES

Interpretation and Experience Manager

Award:	Port Arthur Historic Site Management Authority Award
Classification:	Professional Stream Band 3
Employment Status:	Permanent Full-time
Location:	Administration Building, Port Arthur Historic Site
Division	Public Programs

Position Objective:

The overarching objective of this role is to deliver the content driven visitor experience at the Cascades Female Factory, the Coal Mines and the Port Arthur Historic Sites.

Assigned Primary Duties:

- In liaison with the Director Public Programs design, plan and implement the experience and interpretation program strategy.
- Lead the development of experiences and content across the three sites for delivery via a range of mechanisms: interpretative spaces (galleries, exhibitions, house museums and physical site interpretation), digital (website and digital experience), print and live experiences (guided experiences, content driven events).
- Ensure the authenticity and accuracy of information prepared in relation to the sites, and contribute to research and public information programs and projects.
- Ensure that all experience and interpretation programs and projects are developed in line with contemporary conservation principles and practices, especially the Australia ICOMOS *Burra Charter 2013* and its supplemental Practice Notes.
- Project manage the design, planning, documentation, implementation and supervision of designated interpretation and experience projects (both capital and maintenance).
- Manage the visitor journey, wayfinding and public space presentation at Port Arthur, Cascades Female Factory and the Coal Mines Historic Sites.
- Actively use visitor research, community engagement, testing and proto-typing in the delivery of projects and program to ensure that decision-making and experience development is visitor-focused and data-driven.
- Manage and mentor the Experience and Interpretation Project Officer and other staff as required, and supervise the work of external consultants and contractors.
- Contribute to the ongoing training of Tour Guides, with an emphasis on thematic interpretation approaches, and other PAHSMA staff as required.
- Undertake other tasks and duties as directed by the Director Public Programs

Level of Responsibility:

The Experience and Interpretation Manager is responsible for contributing strategic advice and for exercising a high degree of independent professional judgement in the resolution of complex and critical issues requiring an advanced level of specialist knowledge and experience.

The incumbent is responsible for the effective delivery of the Interpretation and Experience projects and programs including budget management, optimal use of resources and maintaining and/or modifying policy, administrative processes and research projects. This includes planning future activities, negotiating for appropriate resources and determining measures for accountability.

The incumbent is responsible for modelling a high standard of ethical behaviour and is required to provide leadership regarding the design, development and operation of the Interpretation and Experience program and the division's activities more broadly. The incumbent is responsible for undertaking their duties in a cooperative and professional manner, participation in regular team meetings and maintenance of a cohesive team structure, compliance with PAHSMA policies and procedures and for showing diligence in punctuality and attendance. Regular liaison is required with other team members, internal and external stakeholders. The incumbent is also responsible for appropriate use of tools, equipment and resources.

The incumbent has a responsibility to demonstrate willingness to participate in staff development activities and to continue to update knowledge and skills associated with their employment at PAHSMA.

Positions at this level involve the following Work Health & Safety responsibilities:

- Comply with all WH&S and PAHSMA policies and procedures
- Report and document all accidents/incidents
- Awareness of procedures in PAHSMA's Emergency Management Plan.

The incumbent is expected to undertake their duties in line with PAHSMA values.

Direction/supervision received:

The Interpretation and Experience Manager reports to the Director Public Programs.

The incumbent operates with considerable autonomy whilst providing leadership regarding the creative design, development and operation of interpretation and experience activities and in overseeing the accuracy of historical and other relevant information. Guidance and instruction may on occasion be received on the implementation of highly technically complex modifications that provide solutions consistent with policy, regulatory and/or technological requirements and developments.

The incumbent is responsible for contributing to the Department's strategic planning processes and on a day-to-day basis for the activities of relevant Public Programs staff, external contractors,

specialist consultants and volunteers in the carrying out of designated projects

Vaccinations/Health Surveillance:

The following is recommended for this position:

Nil

Essential Knowledge and Skills (Selection Criteria)

1. Proven experience in the effective, strategic and collaborative leadership of creative teams with diverse expertise, including teams utilizing external consultants and contractors.
2. High level experience and demonstrated understanding of contemporary and innovative interpretation approaches and practices in a cultural heritage context.
3. Proven experience in taking a lead role in creatively developing strategies, concepts, narratives, thematic structures and content for interpretation programs, exhibitions and experiences (including digital) grounded by strong research, contemporary interpretive approaches and museum standards and for a range of audiences.
4. Proven experience in high level planning, implementation and management of creative interpretation and experience programs (including exhibitions) through effective project management, visitor research, budget management, contractor management, procurement and reporting.
5. High level communication and interpersonal skills, with the ability to develop partnerships and positive relationships with internal and external stakeholders and demonstrated experience working as part of a dynamic team with the ability to effectively manage up and down within the organisational structure.
6. Proven high calibre strategic, conceptual, analytical and problem-solving ability in a complex organisation with sound decision making skills.

Desirable

1. An understanding of Tasmanian convict history and heritage and of general Australian history.
2. Skills in graphic, 3D or experience design
3. Technical knowledge of museum digital media interactives and experiences
4. Experience in designing and/or delivering online experiences

Qualifications and Requirements:

Essential:

Evidence of the following must be presented prior to appointment to this position:

A university degree of at least three years duration, or equivalent, relevant to the professional duties to be undertaken.

Desirable:

Postgraduate qualification in a relevant cultural heritage, museum studies or design field.

Working at PAHSMA

The Port Arthur Historic Sites are important places of outstanding heritage value at local, state national and international level. They form part of the Australian Convict Sites World Heritage Property and are major Tasmanian tourist attractions, which receive visitors from all walks of life and all parts of the world. All PAHSMA employees have a responsibility to ensure the Sites are presented to the highest standard, to support the protection of the heritage fabric of the sites against vandalism or damage and to comply with the direction of the *Port Arthur Historic Site Management Authority Act 1987* and the *Port Arthur Historic Sites Statutory Management Plan 2008*.

Our Vision:

PAHSMA is globally recognised for excellence in telling the Australian convict story through outstanding conservation and tourism experiences.

Our Purpose

To conserve and enhance the heritage values of our world heritage convict sites and to share the stories of these places and the people connected to them.

Our Values

PAHSMA is a values-based organisation. If your personal and work values are consistent with those developed by our staff, we're sure you'll find PAHSMA a great workplace. Our decisions and behaviours are guided by the following values and belief statements:



Unity – we work as one to achieve PAHSMA's Vision and Purpose



People Matter – we acknowledge and show respect to our people – past, present and future



Accountability – we hold ourselves, and each other, accountable for our actions and behaviours



Passion and Pride – we are committed to being world class

PAHSMA employment conditions

PAHSMA is an equal opportunity employer and we welcome a diverse range of applicants for our positions. We appreciate the diversity of our employees and value the contribution they make. We provide reasonable adjustment, as medically required, to enable inherent role requirements to be met. We promote and uphold the principles of fair and equitable access to employment, promotion, personal development and training.

PAHSMA seeks to provide a healthy and safe workplace for all employees and the Authority has a 'duty of care' responsibility in this respect. Employees have a 'duty of self-care' to ensure that they conduct themselves in a manner that protects the safety, health and welfare of themselves and others in the work environment.

The Port Arthur Historic Sites are smoke-free.

PAHSMA is committed to creating, as far as is reasonably practicable, a respectful work environment which is free from inappropriate and disrespectful workplace behaviours, including discrimination, bullying and harassment. All employees must adhere to the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct (State Service Act 2000).