

**Venue Support Officer**

Division	Community and Environmental Services	Department	Cultural Services
Reports To	Museum Leader	Direct Reports	No

Position Purpose

To deliver and support exceptional visitor experiences in museums that are aligned to Council's Cultural Services vision and strategy.

Key Responsibilities and Outcomes**Operational**

- Deliver exceptional visitor service that creates memorable experiences.
- Deliver and support museum programs and events that increase and diversify visitation.
- Support ongoing operations of the museum to ensure it is a welcoming, safe, clean and engaging destination.
- Actively contribute to a high performing and positive team environment within Heritage and Museums and the broader Cultural Services Department.
- Contribute to the work of the wider Heritage and Museums Branch to drive visitor-focused outcomes.
- Assist in the installation and de-installation of exhibitions and collection handling, as required.

Values

At Moreton Bay Regional Council we are on a journey to creating a great culture. Our values shape the way we behave and how we interact with each other to deliver the best service to the community. The safety of you and the community is our number one priority and we are all responsible for creating an inclusive, safe workplace and protecting our environment. As a team member, you will take individual accountability for demonstrating the values, expectations and behaviours.

Decision Making

Budget - \$NIL

Delegations - Delegations under the *Local Government Act 2009* and as directed and published in Council's Delegation Register.

Knowledge & Experience

- Strong level of knowledge and experience in customer-facing roles in cultural services environments.
- Well-developed skills and experience in delivery of programs and events in a cultural context.
- Strong level of experience in self-leadership to support quality service delivery outcomes.
- Well-developed interpersonal skills.
- Sound level of experience in the day-to-day operations of a cultural facility.
- Sound level of verbal and written communication skills.

Qualifications

- Current C class driver's licence.
- Current Responsible Service of Alcohol Certificate is desirable but not essential.

- Current Confirmed Suitability for Child Related Employment from the Blue Card Services, Public Safety Business Agency (Working with Children Check).

This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.