

Museum Operations Coordinator

Position Description

Reports to: Venue Operations and Experience Manager

Indirect Report: Director

Direct Reports: HM Visitor Engagement Volunteers

Department: Venue and Commercial

Salary: \$70,000

Term: Full-time, permanent (1.0 FTE)

About this Position Description

This position description is intended to provide an overview of the role and may change from time to time in accordance with current business work plans.

Purpose of role

The Museum Operations Coordinator is essential for the smooth daily operations of the Hellenic Museum. This role encompasses front-of-house management, volunteer coordination, facilities oversight, and support for tours, programs, and events.

The main activities of the role are described below. The position holder may be required to undertake other duties and responsibilities compatible with the overall scope of the role. The ideal candidate will ensure a professional focus on client and public interactions, manage various operational aspects efficiently, and enhance the museum's overall visitor experience. The Museum Operations position is a multitasking role operating in a flexible team environment.

Key Responsibilities:

Front of House:

- Oversee day-to-day museum operations, including opening and closing galleries and external buildings.
- Act as a primary key holder, responsible for arming and disarming the museum.
- Serve as the first contact for all inbound Museum inquiries.
- Manage reception, telephone, and email inquiries with a strong client and public focus.
- Handle the museum venue booking diary across all departments.
- Communicate relevant information to the Museum team, including volunteers.
- Perform daily POS reconciliations and maintain sales records.
- Ensure accurate processing of ticket, shop, membership and event sales, and handle refunds per Museum policies.
- Monitor and report visitor feedback and encourage testimonials.
- Maintain accurate visitor attendance records.
- Ensure a clean, presentable, and safe museum environment at all times.
- Escalate issues to the Venue Operations and Experience Manager and Museum Director when necessary.

Museum Retail:

- Contribute to Retail and Merchandise Strategy, undertaking Hellenic Museum store purchasing from an approved budget and maintaining inventory/requisite record keeping.
- Conduct shop sales in person and online, including shipping arrangements and inventory management.
- Ensure sufficient retail and office supplies are on hand.
- Update stock inventory on-site and online.
- Manage shipping and receiving of stock.
- Maintain a clean, tidy and easily accessible shop and restock/packaging area.

Volunteer Coordination:

- Line manage Volunteer Museum Assistants, providing support and training, including health and safety.
- Maintain the volunteer program structure and scope.
- Proactively participate in the volunteer recruitment process.
- Regularly communicate with and provide training for FoH volunteers, including maintaining the volunteer database and contact information.
- Manage volunteer rosters - ensure adequate cover is consistently in place, taking the security needs of Hellenic Museum exhibitions at the time into account. Rosters are to be completed a fortnight in advance; this includes the requirement to cover shifts yourself if no volunteer cover is available.
- Identify additional volunteer involvement opportunities.
- Contribute to the Volunteer Management Policy and implement beneficial changes.

Facilities, Security & Safety:

- Support the Venue Operations Manager in facilities management.
- Facilitate access to the museum for staff, volunteers, visitors, and contractors.
- Enforce security regulations for the protection of art, the public, and staff.
- Maintain the OHS register and incident logs, contributing to policy development.
- Coordinate emergency response procedures when required.
- Provide first aid when required.

Tours, Programs, and Events:

- Deliver exhibition tours, programs, and workshops where required (training will be provided).
- Manage workshop and tour bookings, coordinate calendars, and liaise with accounts for invoicing.
- Consolidate events calendars and send out weekly schedules.
- Assist in the preparation of Museum events during core and non-core hours, including all aspects of preparation and pack down.

Professional Practice:

- Develop personal professional development goals and seek training opportunities.
- Work with all departments to evaluate visitor experience and engagement.
- Participate in museum events and programs, maintaining professional relationships.

Research & Reporting

- Support the delivery of the organisation's reporting across the year including board papers and annual reports.

- Support the Venue Operations and Experience Manager with research and development initiatives relevant to Venue Operations.

General

- Adhere to museum policies and procedures.
- Understand and contribute to the Museum's Risk Management Framework.
- Perform other duties or special projects as assigned.
- Actively contribute to a safe cultural environment for all staff, artists, volunteers, interns and stakeholders.
- Demonstrate a commitment to continual improvement and high levels of customer service.

Requirements:

- Excellent organisational and multitasking skills.
- Strong communication and interpersonal abilities.
- Proficiency in using CRM systems and POS software.
- Ability to manage and train volunteers effectively.
- Knowledge of museum operations and visitor engagement strategies.
- Fluency in English and Greek is preferred.
- Commitment to providing a safe and inclusive environment.
- Currently have or are willing to obtain WWC/Police Checks.
- Currently have or are willing to obtain a First Aid Certificate.

Benefits:

- Professional development opportunities
- Engaging work environment in a cultural institution
- Time in Lieu policy for additional hours worked

Other relevant information

Hellenic Museum opening hours are Monday - Sunday, from 10 am - 4 pm, with closures occurring on Public Holidays and the Christmas/New Year period.

Regular hours for the Visitor Engagement Coordinator are Monday - Friday, 8:30 am - 4:30 pm. Attendance to duties outside of standard work hours is expected from time to time, with additional hours worked to be compensated through the Hellenic Museum's Time in Lieu policy.

The Hellenic Museum is an Equal Opportunity Employer committed to a diverse and inclusive workplace. We encourage applicants from all backgrounds to apply.

Physical Requirements

This role requires some physical activity. By applying for this role you agree to advise us of any pre-existing injuries or conditions that may arise that might inhibit you in the physical requirements of the position, or any other access needs that you might have.

Working with Children Check

The successful applicant will be required to undergo a Working with Children Check as a condition of employment with the Hellenic Museum.