

Visitor Experience Officer (part-time)

2 year fixed term contract

Our Museum

The Johnston Collection (TJC) is an award-winning, critically acclaimed house museum in an historic East Melbourne townhouse. TJC is the legacy of William Robert Johnston (1911-1986), antique dealer, collector and investor who left his estate for the inspiration and enjoyment of others.

The museum has a superb collection of mostly English fine and decorative arts of the 1700s and 1800s, displayed in a domestic setting, and offers an active program of exhibitions, lectures, guided tours, and workshops. For more information see: www.johnstoncollection.org

The Position

We're seeking a new Visitor Experience Officer (VEO) to join our small dynamic team as we create exceptional visitor experiences. This is a two-year fixed term part-time contract to work every Sunday from 8.30-4.30pm in East Melbourne (\$44.638 per hour including Sunday loading). On occasions, the successful candidate will also support museum events and annual leave coverage, usually from Wednesdays to Saturdays (\$29.758 per hour).

Our VEO team is committed to creating welcoming and memorable experiences for everyone who visits The Johnston Collection. Our VEOs are the first point of contact for visitors and ensure the smooth running of all front-of-house operations. The VEO transports our visitors in our Courtesy Bus, ensures the safety of visitors and artworks, provides information about programming and facilities, supports our volunteers, and assists with retail and promotional activities. The role performs general administration for front-of-house and takes responsibility for the smooth operation of tours and events to ensure the highest levels of customer service. Each day brings something new!

If you love making people's day, and enjoy problem solving and improving visitor experiences, this is the perfect role for you.

Qualifications, Skills, and Experience

The ideal applicant will have:

- Demonstrated excellence in customer service
- Proactive mindset
- Previous experience in an arts organisation (preferred)
- Adaptability, flexibility, and the confidence to work unsupervised in a responsible role
- Attention to detail
- Confidence and proficiency with a variety of IT systems (e.g. MS Office Suite, retail POS systems, social media, and AV)
- Excellent verbal and written communication
- Ability to work within the requirements of policies, regulations and permits
- A current Manual Drivers Licence (mandatory)

Key Responsibilities

- Provides exceptional customer service to all visitors and retail customers
- Provides efficient and safe transport of visitors to and from TJC via our courtesy bus
- Prepares front-of-house spaces and resources for museum programs and activities

- Deals with any unforeseen circumstances as they arise, and uses initiative to resolve issues
- Actively creates a safe and secure space by monitoring visitor wellbeing and artworks, identifying and reporting incidents, risks, and hazards
- Provides retail customer service, including retail and online sales support
- Takes responsibility for museum security

All applicants must hold a current Victorian Manual Drivers Licence.

The successful candidate will also hold (or be required to obtain):

- Victorian Police Records Check
- Working with Children Check
- Responsible Service of Alcohol (RSA) Certificate
- First Aid Certificate

For further information, please view the attached position description.

Availability Requirements

The Johnston Collection is a seven-day operation and is open to the public each Wednesday to Sunday. This role requires a commitment to work every Sunday from 8.30am – 4.30pm. To support our exciting program of lectures and events, the VEO will be required to work additional hours from time to time, including weekdays, weekends, and occasional evenings. The incumbent will also provide holiday coverage for two other VEO team members, generally on Wednesdays to Saturdays.

The hours of work offered fluctuate depending on business needs. This role will be suitable for someone looking for flexible work hours in addition to working every Sunday.

How to apply

If you're passionate about making a difference and want to be part of a vibrant arts organisation, we'd love to hear from you!

To apply for this position, please submit your resume and a cover letter of no more than one (1) page that outlines:

1. How your skills, capabilities, and experience will contribute to your success in this position
2. Why a role at The Johnston Collection interests you
3. Your preferred start date

Please email your application to: admin@johnstoncollection.org including the words 'Visitor Experience Officer Application' in the subject line.

For further information about this position please contact Dr Louise Voll Box, CEO, The Johnston Collection on 03 9416 2515.

Applications close 5pm Wednesday 16 April 2025.



POSITION DESCRIPTION

Position Title:	VISITOR EXPERIENCE OFFICER
Reports To:	CEO, The Johnston Collection
Organisation:	W R Johnston Trust ('The Johnston Collection')
Relationships:	CEO, Marketing and Administration Manager, Visitor Experience Officer, Retail Experience Manager, TJC Volunteers, TJC Ambassadors, Committee of Friends of TJC, donors, suppliers, contractors, sponsors, visitors, lecturers, and event and exhibition partners, lenders, casual hirers and user groups, Pullman Melbourne on the Park hotel concierge and doormen, artists, and neighbours

THE ORGANISATION

The Johnston Collection (TJC) is an award-winning, critically acclaimed house museum established in an historic East Melbourne townhouse. TJC opened to the public in 1990 as an independent, not-for-profit public museum by The W R Johnston Trust. TJC is the legacy of William Robert Johnston (1911-1986), antique dealer and collector, who left his estate for the inspiration and enjoyment of others.

The museum offers visitors intimate engagement with the collection of mostly English fine and decorative arts of the 18th and 19th centuries, displayed in a domestic setting. Visitors also discover, experience, and engage with TJC through a dynamic temporary exhibition program based on the permanent collection. From time to time, the collection is also exhibited in imaginative dialogue with work by contemporary artists and designers.

TJC offers an active annual program of exhibitions, lectures, guided tours, study days, and workshops, and participates in community events to engage with new audiences.

The work of TJC is enabled by a passionate group of supporters: donors, Ambassadors, members (The Friends of The Johnston Collection), and volunteers.

For more information see: www.johnstoncollection.org

THE ROLE

The Visitor Experience Officer (VEO) contributes significantly to the experience of visitors to TJC, by providing professional service in a friendly and welcoming manner. Working in collaboration with other team members, the VEO ensures the smooth running of all TJC front-of-house operations.

The VEO is typically the first point of contact for visitors to TJC. The VEO transports our visitors in our Courtesy Bus, welcomes all visitors to TJC, assists visitors and guests with cloaking, ensures the safety of visitors, and provides information regarding programs, events, activities, and facilities within TJC. The VEOs also assist with safety and security of visitors and artworks and supports retail and promotional activities.

The VEO role is pivotal to ensuring clear and consistent communication regarding programs and facilities to our volunteers and visitors. The VEO provides briefings to volunteers, ensures rostering of volunteers is adequate, and organises changes as required.

The role performs general administration for front-of-house and ensures the highest levels of customer service are met at all times. The VEO also liaises regularly with suppliers and supports activities for our retail operation including pricing stock and order fulfillment.

The VEO is an experienced and enthusiastic individual who can successfully provide support to staff and volunteers and enable an enriching experience for visitors, customers, retail clients, and suppliers.

VEO team members wear a unifying garment (black apron and badge) that identifies them as TJC staff.

KEY COMPETENCIES

The following competencies are required for this position:

<p>Management</p>	<p>Sets priorities and manage time effectively to ensure deadlines are met and tasks are completed within agreed time frames.</p> <p>Works effectively unsupervised or as part of a team.</p> <p>Coordinates and supervises others to support positive experiences for tour and public program participants.</p>
<p>Communication</p>	<p>Excellent verbal and written communication skills. The ability to communicate with internal visitors to TJC as well as external individuals, organisations, and suppliers.</p> <p>Communicates effectively with volunteers and staff and clearly and concisely explains front-of-house procedures.</p>

Teamwork	Works with other members of staff and volunteers in a cooperative manner.
Problem solving	Uses initiative and technical skills to assess and resolve day-to-day matters and where necessary seeks direction from the CEO and other TJC staff.
Planning and organising	Identifies daily, weekly, quarterly, and annual tasks in a work plan to ensure adequate time and resources are available to complete the activities.
Technology	<p>Has a range of IT skills, including MS Office suite (Microsoft Word, Excel, Outlook) and is an adept user of the internet, email, and social media platforms, email, diary management and data entry. Confident to learn and use other technology platforms, such as retail POS systems (online webstores such as Shopify), and basic AV systems.</p> <p>Maintains skills in online booking, rostering systems, and online retail, POS, inventory, and customer loyalty platforms.</p> <p>Holds and maintains a current Manual Drivers Licence.</p>
Learning	Manages own learning and professional development to ensure relevance and currency of technical skills.

KEY RESPONSIBILITIES

Under the general direction of the CEO, and in consultation with stakeholder groups, the VEO undertakes a broad range of duties including:

- Supports TJC in delivering exceptional visitor experiences by maintaining outstanding customer service
- Welcomes all customers, provides information and informed interpretation of TJC's exhibitions, public programs, and events
- Provides appropriate assistance to visitors with specific needs
- Deals with any unforeseen front-of-house circumstances as they arise, making and carrying out appropriate and effective decisions of behalf of management, following through with appropriate consultation and communication with other staff as necessary.
- Assists, when needed, volunteer guides and other volunteers
- Answers telephone calls and email enquiries to TJC and redirects as necessary
- Provides efficient and safe transport of visitors to and from TJC via our courtesy bus from a nearby collection point (Pullman Melbourne on the Park) **NOTE: A current Victorian Manual Drivers Licence is required**
- Prepares front-of-house spaces and resources for all programs and activities within the museum including exhibition tours, lectures, workshops, events, and launches in an efficient and cost-effective manner

- Ensures a safe, comfortable, and clean environment for all visitors and guests. This requires light cleaning duties to ensure the museum kitchen, break-out space, and house museum, *Fairhall* are maintained in a clean and organised state
- Assists in the operation of public programs, activities, and events, including exhibition de/installation when required. Undertakes manual tasks that include lifting and standing for long periods, as well as working on stairs and uneven surfaces.
- Reports maintenance and cleaning issues promptly and conduct regular checks of all public areas. Ensures courtesy busy is serviced to plan.
- Promotes safe working practices and ensures sufficient supervision, instruction, and equipment to undertake work safely.
- Provides retail customer service, including retail and online sales and opening and end of day procedures for *TJC Emporium*.
- Ensures shop stock is maintained, including receiving delivery orders and processing stock.
- Anticipates and maintains sufficient and tidy stock of front-of-house supplies
- Undertakes office management/marketing duties in conjunction with Marketing and Administration Manager
- Establishes and maintains systems and processes for the efficient and cost-effective provision of front-of-house services
- Deals with any unforeseen front-of-house circumstances as they arise, making and carrying out appropriate and effective decisions on behalf of management, following through with appropriate consultation and communication with other staff as necessary
- Effectively handles visitor and guest complaints, including receiving and recording visitor feedback and shares visitor insights and observations to support continual improvement of visitor experiences at TJC

Operational Support

- As a designated key-holder, is familiar with activating and deactivating the alarm systems and the use of other utilities
- Takes responsibility for the unlocking and locking of the museum during normal working hours, and at other times, as required
- Is available for emergency out of hours call out duties in connection with alarm activations and/or other emergency alerts, if required
- Assists other team members with operational support duties as required
- Other duties as required from time to time by the CEO

Risk Management and Occupational Health and Safety

Employees are responsible and accountable for:

- Compliance with workplace policies and procedures for risk identification, risk assessment and risk control
- Active participation in activities associated with the management of risk management and workplace health and safety
- Identification and reporting of health and safety risks, accidents, incidents, injuries, and property damage at the workplace

This position is based at East Melbourne, but from time to time, the position holder may be required to travel to other locations in the course of their duties.

QUALIFICATIONS/KNOWLEDGE/EXPERIENCE

Essential

- An effective team player with the ability to work cooperatively and positively with visitors, staff, volunteers and internal and external stakeholders
- A genuine desire to provide excellent customer service
- Previous experience in a customer service role, providing the highest standard of service
- Respectful, courteous, and cooperative in all dealings with visitors, peers, and supervisors
- Self-motivated and able to perform work in a timely manner with minimal supervision
- The ability to resolve differences and conflicts and be open to change
- Interest in or knowledge of arts and culture
- Understanding of safety and security issues relating to people and artworks
- Comfortable directing others in emergency situations
- Ability to work within relevant policies, regulations/permits, and precedents
- Skills in managing time, setting priorities, and planning and organising one's own work, to achieve specific and set objective in the most efficient way
- Excellent communication and presentation skills and the ability to liaise effectively with a wide range of stakeholders
- Demonstrated interpersonal skills including motivation, persuasion, and conflict resolution
- Punctuality and reliability
- Current Victorian Manual Drivers Licence (Mandatory)
- Confident and proficient with a variety of IT systems (e.g. MS Office Suite, retail POS systems, social media, and AV)
- Knowledge and understanding of occupational health and safety (OH&S)
- The role requires the ability to: regularly lift and carry objects weighing up to 20kg, stand for extended periods, safely ascend stairs and ladders, and work in a fast-paced environment with frequent physical activity, including bending, squatting, lifting, and reaching.

DESIRABLE

- Experience working with the general public within museums/ gallery/ visitor attractions/the not-for-profit sector
- Exposure to emergency evacuation procedures
- Experience working with staff rosters and a casual or volunteer workforce
- First Aid Certificate
- Responsible Service of Alcohol (RSA) Certificate
- Experience in working with a broad range of cultures
- Experience in online booking and roster systems

The incumbent will hold (or be required to obtain)

- Victorian Police Records Check
- Working with Children Check
- Responsible Service of Alcohol (RSA) Certificate
- First Aid Certificate

IMPORTANT INFORMATION

Some flexibility in working hours may be required including early starts and/or evening work (e.g. to support exhibition openings or events). The position may involve occasional local travel. The administration office is located on the second floor of a heritage building (stair access only).

TJC is an Equal Opportunity Employer and a smoke-free work environment. Compliance with TJC's drug and alcohol policy stipulates that all employees and contractors are required to be drug and alcohol free while at work. TJC staff may be provided with or use equipment that contains electronic monitoring devices.

In accordance with TJC's City of Melbourne Planning Permit (TP-2019-62), it is a mandatory requirement that staff or volunteers do not park their car in the vicinity of TJC at any time.

As this is a shared role, position holders will mutually arrange and coordinate their annual leave in advance to maintain the regular opening hours of TJC.

TJC was bequeathed by William Johnston (1911 – 1986) to the people of Victoria in 1986 and is administered as an independent not-for-profit museum by The W R Johnston Trust

PO Box 79 | East Melbourne VIC 8002 | AUSTRALIA
+61 3 9416 2515 | hello@johnstoncollection.org | johnstoncollection.org