



JOB DESCRIPTION

Date:	29 September 2020
Job title:	Operations Manager
Responsible to:	Executive Chairman
Responsible for:	Tour Guides Groundsman
Key relationships:	Executive Chairman Collection Manager Museum Services Manager Business Development Manager Café Supervisor (fixed term) Reception & Café Assistants (fixed term) Tour Guides Laboratory Supervisors and co-ordinators Groundsman Program participants and volunteers including Honorary Technicians

1. Job context

The **Australian Age of Dinosaurs Museum of Natural History** (the Museum) is a not-for-profit museum based in Winton, regional Queensland. Its purpose is to discover, prepare, interpret and display dinosaur fossils and tell the story of Australia's natural history. The Museum is dedicated to delivering a world-class attraction that educates and inspires its visitors, providing them with a unique Australian experience. The Museum has the world's largest collection of Australian dinosaur fossils and the most productive fossil preparation laboratory in the Southern Hemisphere. The Museum is open six days a week from November to March (Summer Hours) and seven days a week from April to October (Winter Hours) excluding Christmas and New Year closures.

The Museum is also contracted by Winton Shire Council to manage **Dinosaur Stampede National Monument** (the Park) at Lark Quarry Conservation Park, a Queensland Parks and Wildlife Service site. The Park represents the most concentrated site, and only definitive record, of dinosaur stampede behaviour in the world. Situated 110km south-west of Winton, this visitor attraction is the largest trace fossil site in Australia. The Park is open the same days as the Museum with educational tours of the dinosaur trackways being delivered for members of the public up to six times a day.

2. Job purpose

The position of **Operations Manager** exists to:

1. Manage the day-to-day on-site operations of the Museum and Park
2. Manage Museum human resources (HR), staff and training
3. Manage the Museum and Park assets and IT
4. Manage internal and external customer service
5. Manage on-site financial duties
6. Manage work health and safety for the Museum and Park
7. Manage Museum-wide risk

3. Key output areas

The following key output areas represent the responsibilities of the jobholder. From these, agreed performance standards will be established and monitored. These key outputs are not exhaustive. They reflect the current environment and it is recognised that they will be subject to variation dependent on internal and external change.

Manage the day-to-day on-site operations of the Museum and Park

This will be achieved by:

- managing the on-site operations by evaluating the qualitative and quantitative aspects of the Museum's services, products, programs and experiences
- working with the Museum Management Team, with staff input as appropriate, to establish annual operating budget and business plan objectives for all areas of responsibility, monitoring performance against objectives – including close analysis of monthly financial reports (in consultation with the Business Development Manager for the Shops and the Cafés and with the Museum Services Manager for the Cafés and programs), to ensure targets are met
- ensuring Museum policies, procedures, house rules, guidelines and checklists are kept up to date and always adhered to by all Museum staff, in consultation with other managers as required or appropriate
- providing a quarterly written report on all areas of responsibility to the board of directors.

Manage Museum human resources (HR), staff and training

This will be achieved by:

- being familiar with relevant legislation and regulations, and monitoring case law
- actively building and maintaining a culture of fair and consistent HR practices
- managing the establishment, maintenance and compliance with the Museum's HR-related policies, procedures, guidelines and forms
- managing and completing staff rosters through the Museum's rostering software, in consultation with other managers as required
- managing recruitment of new staff in consultation with the Museum Management Team and individual managers in line with the approved staffing budget
- overseeing leave requests, monitoring accumulated leave balances and bringing any issues to the Museum Management Team meetings
- being responsible for all documentation and communications related to staff recruitment, probation management, performance management, Award changes, salary and wage reviews, employment agreements, terminations, exit management and any other HR-related matters
- monitoring potential problems, facilitating related discussions and implementing disciplinary processes as agreed in consultation with other managers as appropriate
- providing HR management reports for Museum Management Team meetings
- maintaining staff files and HR archives (paper and electronic).
- managing inductions, training and performance planning in consultation with individual managers as required
- preparing and delivering training sessions on areas of responsibility

<ul style="list-style-type: none"> • managing the review and delivery of the Museum’s annual Corporate Training Plan and writing training modules in consultation with other managers as required • encouraging staff to achieve high standards of behaviour at work and being a positive role model • supervising direct reports, including annual performance planning and reviews, ongoing training and providing ongoing support and coaching.
<p>Manage Museum and Park’s capital assets and Information Technology (IT) This will be achieved by:</p> <ul style="list-style-type: none"> • managing the care and maintenance of the Museum and Park grounds, buildings and other assets in accordance with relevant policies and procedures in consultation with Executive Chairman • managing all Museum security including key security and maintaining a key register • managing services and utilities including water, power, waste, gas, internet and telephones • managing use, maintenance, administration and replacement program for all Museum equipment, vehicles and other assets in consultation with the Museum Management Team • managing and maintaining the Museum’s fleet register and records • troubleshooting on-site information technology services, software and hardware, password security and permissions, with support from other managers and external assistance from ADITS and Field Solutions.
<p>Manage internal and external customer service This will be achieved by:</p> <ul style="list-style-type: none"> • being familiar with all aspects of the Customer Service Policy and Procedures and taking responsibility for their implementation • ensuring excellent customer service is delivered across the whole Museum complex and Park (including off-site situations) by all Museum staff (and volunteers where appropriate) • acting as visitor and customer service advocate, monitoring, and evaluating satisfaction (including for the Shops, Cafés and Programs and general tours in consultation with the Museum Services Manager) and recommending changes and improvements when necessary • handling complaints and enquiries; referring issues to the appropriate manager as required • overseeing general communications, ensuring that telephones are answered appropriately, and voice mail and email messages are received and responded to promptly.
<p>Manage on-site financial duties This will be achieved by supporting the Bookkeeper as required and:</p> <ul style="list-style-type: none"> • ensuring the Museum’s on-site day-to-day financial obligations and security are maintained • ensuring on-site day-to-day compliance with all existing financial policies, procedures and practices, including the Museum’s Cash Handling Policy & Procedures and Delegations Policy • providing support as the on-site point of contact for financial queries relating to accounts payable and accounts receivable • managing and approving hours worked by staff against the Bookkeeper’s fortnightly payroll summary, in consultation with other managers.
<p>Manage work health and safety for the Museum and Park</p>

This will be achieved by:

- accepting responsibility as the Museum's Work Health & Safety Officer and overseeing work health and safety (WHS) procedures in the Museum and the Park, with support from the Collection Manager
- managing and maintaining compliance with the Museum's and the Park's work health and safety policy and procedures, forms and checklists
- consulting and advising the Collection Manager regarding work health and safety compliance in the Laboratory, volunteers' facilities and off-site dinosaur digs
- overseeing the cleanliness and tidiness of the whole Museum complex and Park and ensuring that hygiene and food-safety regulations are adhered to.
- monitoring, preparing and facilitating all WHS training.

Manage Museum-wide risk

This will be achieved by:

- accepting responsibility for the on-going delivery and development of the Museum-wide Risk Management Plan (with support of other managers and in consultation with Executive Chairman)
- ensuring that Museum insurances including WorkCover are reviewed and renewed annually (in consultation with Carol Trewick and InterRisk)
- managing risk within areas of responsibility.

4. PROFILE OF AN IDEAL OPERATIONS MANAGER

The following job competencies, qualifications and experience represent an ideal applicant. **It is recognised that not all candidates will meet all criteria.**

(a) Job competencies

Knowledge

- In-depth working knowledge of software-based point of sales and accountancy systems
- Knowledge of legislation related to human resource management, retail and café management, and public program and event operations
- Working knowledge of work health and safety legislation and good practice, including food safety
- Practical knowledge of customer service management and delivery
- Practical knowledge of evaluating and surveying people and operations

Skills and abilities

- Excellent customer service skills
- An aptitude for operations
- Good budget setting and monitoring, costing, pricing and financial analysis skills
- Good numerical and statistical abilities
- Open, honest and clear communication skills
- Excellent administrative and organisational skills
- Strong business writing skills, with work being logically presented and technically correct
- Able to think conceptually, research options and make recommendations
- Able to develop and implement operational plans
- Able to understand business documents and guide and train others to ensure adherence
- Able to work to timely deadlines and project timelines

- Able to deal with multiple issues calmly and effectively
- Able to explain complex tasks or information

Behaviour

- A self-aware, caring, co-operative nature and willingness to help others succeed
- A high level of mental efficiency and self-organisation
- A high level of emotional intelligence
- Embraces change and can implement change
- Enjoys leading and inspiring others
- Self-motivated and enthusiastic
- Has the social skills needed to maintain successful relationships and the personal integrity to establish long-term credibility and trust
- Willing to wear the Museum uniform and meet the requirements of the Uniforms Policy & Procedures

(b) Qualifications

The following qualifications will be highly regarded:

- Any formal qualifications relevant to the responsibilities of the role, in particular human resource management, WHS, business management, bookkeeping and food safety certification
- Responsible Service of Alcohol certification
- First Aid and CPR certificates
- Food Safety Supervisor

(c) Experience

The preferred experience is:

- Working in a not-for-profit environment, particularly a museum or tourist attraction
- Management of staff
- Management of an organisation-wide customer service program
- Day-to-day retail and café management
- Membership or stakeholder management and event management
- Business writing and graphic design experience well regarded

Note: As the Museum is located 25 km from Winton, the Operations Manager is required to have their own car and a current P class or full driving licence.

Agreed:

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Job holder

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Executive Chairman

Dated: