



# POSITION DESCRIPTION

**Division:** Cultural Facilities Corporation

**Position Number:** PN 1313

**Business Unit:** Galleries Museums and Heritage

**Classification:** ASO4 (\$86,750 - \$93,416)

**Position Title:** Learning and Public Engagement Officer

**Location:** Civic, Canberra (and other locations)

**Last Reviewed:** August 2026

## AGENCY OVERVIEW

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The Cultural Facilities Corporation (CFC) is an ACT Government statutory authority established under the *Cultural Facilities Corporation Act 1997*.

The CFC's role is to manage, develop, present, and promote cultural activities across the ACT through a diverse portfolio of performing arts, visual arts, social history and heritage venues. It has specific management responsibilities at:

- [The Canberra Theatre Centre](#)
- [Canberra Museum and Gallery](#) including [The Nolan Collection](#)
- [Lanyon Homestead](#)
- [Calthorpes House](#)
- [Mugga-Mugga Cottage](#)
- [Albert Hall](#)

As the ACT Government's largest cultural organisation, the CFC plays a central role in connecting communities with rich artistic and cultural experiences. Through its venues and programs, the organisation brings together artists, audiences and partners to deliver engaging performances, exhibitions and events, while preserving and interpreting significant collections and heritage places.

The CFC's mission is to create and deliver diverse and memorable experiences that enliven and elevate arts, culture and heritage in the capital. It is committed to accessibility, inclusion and community connection, ensuring its activities are relevant and welcoming to a broad and diverse audience.

This work is supported by strong corporate and operational functions—including finance, marketing, people and culture, facilities management and capital works—which enable high-quality delivery, sustainable operations and continuous improvement across the organisation.

### Galleries Museums and Heritage

The Galleries, Museums and Heritage (GMH) portfolio leads the curatorial, collections, exhibitions, research, and public engagement functions for Canberra Museum and Gallery (CMAG), the Nolan Collection, and the historic properties of Lanyon Homestead, Mugga-Mugga Cottage, Calthorpes' House and Albert Hall.

GMH is responsible for the stewardship, interpretation and presentation of significant visual arts, social history and heritage collections and places. The team develops and delivers exhibitions, programs and experiences that connect people with the ACT's cultural heritage and contemporary creative practice.

Working collaboratively across the CFC, GMH contributes to precinct-wide activity and cross-disciplinary programming, including events and activations in Civic Square and across the historic sites.

The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration, and innovation, and understand, demonstrate and work within the principles and practices of Workplace Diversity and Equity, Workplace Relations and Work, Health and Safety and the ACT Public Service Code of Conduct.

## POSITION OVERVIEW

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The Learning and Public Engagement Officer role works within the Visitor Engagement Team responsible for delivering a diverse and engaging range of public and education programs and services to a range of audiences at Canberra Museum and Gallery, Lanyon Homestead, Mugga Mugga Cottage, Calthorpes House and Albert Hall.

The role delivers visual arts, social history and heritage learning programs for school audiences and the wider community, manages the CMAG art studio, and provides administrative and operational support to the development and delivery of programs and events. The position also supervises and trains Visitor Services Officers in the delivery of education and public programs.

The Learning and Public Engagement Officer engages with a broad range of audiences including children, young people, adults, families, seniors, students, teachers, artists, community groups and professionals – from a different cultural and social backgrounds. Programs include facilitated learning experiences, workshops, events, public programs and self-directed learning opportunities designed to foster meaningful engagement with visual arts, social history and heritage.

The role contributes to the creation of safe, inclusive and accessible learning environments for all participants. Working directly with children and young people, the Education and Programs Officer is responsible for applying CFC's child safety and wellbeing policies, procedures and practices in the planning and delivery of programs and activities.

The successful applicant will have demonstrated experience in delivering learning experiences and public programs for diverse audiences. A demonstrated ability to manage competing priorities, work collaboratively with stakeholders and meet deadlines is essential.

This role offers an opportunity to join a high-performing team and contribute to a vibrant, creative and inclusive program of activities that enhance engagement with the arts, culture, heritage and social history across the ACT.

This position is a **permanent shift-worker position of 35 hours per week**, within a fortnightly roster that includes weekday, weekend and evening shifts. Applicants must be available to work evenings and weekends as per operational requirements.

## WHAT YOU WILL DO

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Under the direction of the Assistant Director, Visitor Engagement:

1. Deliver and assist in the preparation of innovative, engaging and accessible education programs, public programs and events for audiences of different ages and diverse cultural and social backgrounds.

2. Deliver programs and activities in accordance with the Cultural Facilities Corporation's child safety and wellbeing policies and procedures, contributing to safe, inclusive and respectful experiences for children and young people.
3. Supervise and train casual Visitor Services Officers in the delivery of public and education programs across the CFC's museums and heritage sites.
4. Support the management of administrative and operational aspects of program and event development and delivery, including enquiries and bookings, procurement of supplies, preparation of resources and learning spaces, and administering program documentation.
5. Coordinate the day-to-day operation of the CMAG art studio, including set up and pack down, inventory management, stock control and ordering of materials and supplies.
6. Build and maintain effective relationships with a diverse range of internal and external professional and community stakeholders, including community groups, artists, teachers and cultural organisations, to support the development, delivery and promotion of programs.
7. Contribute to the evaluation, reporting and continuous improvement of education and public programs through participant feedback, observations and data collection.
8. Other reasonable duties as directed.

## WHAT YOU REQUIRE

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The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

1. Demonstrated experience delivering high quality learning experiences and public programs for audiences of different ages and diverse social and cultural backgrounds within museums, galleries, heritage sites or comparable cultural environments.
2. Well-developed communication and interpersonal skills, with the ability to engage effectively and professionally with a broad range of stakeholders, including children, young people, teachers, artists, community groups, colleagues and members of the public.
3. Demonstrated understanding of child safety and wellbeing principles, including the ability to contribute to safe, inclusive and respectful environments for children and young people.
4. Demonstrated ability to contribute to the design and delivery of accessible and inclusive programs that engage people from diverse backgrounds, experiences, interests and abilities.
5. Proven ability to manage competing priorities, work independently and as part of a team, exercise sound judgment and initiative, and deliver within agreed timeframes.
6. Demonstrated commitment to ACT Public Service values, Code of Conduct, and principles of equity, diversity, and inclusion, with the ability to apply these principles in a dynamic operational environment.

## Other Requirements or Qualifications

- Teaching qualifications and/or experience is highly desirable.
- A current Working with Vulnerable People (WWVP) registration, or the ability to obtain and maintain registration, essential.
- Ability to travel independently to all CFC locations including CMAG, Lanyon Homestead, Calthorpes House, Mugga Mugga Cottage and Albert Hall.
- Availability to work evenings and weekends is essential.
- Experience working in ACT Government would be welcome but not essential.

*The ACT Public Service supports workforce diversity and is committed to creating an inclusive workplace. As part of this commitment, Aboriginal and Torres Strait Islander peoples, people with disability and those who identify as LGBTIQ are encouraged to apply.*

## WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of this role and indicates how frequently each of these requirements would be performed. Please note that Cultural Facilities Corporation is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

| ADMINISTRATIVE              | FREQUENCY    |
|-----------------------------|--------------|
| Telephone use               | Occasionally |
| General computer use        | Frequently   |
| Extensive keying/data entry | Occasionally |
| Graphical/analytical based  | Occasionally |
| Sitting at a desk           | Frequently   |
| Standing for long periods   | Frequently   |
| Designated workstation      | Occasionally |

| STANDARD HOURS                                                                             | FREQUENCY    |
|--------------------------------------------------------------------------------------------|--------------|
| Flexible working hours (access to flex time)                                               | Never        |
| Fixed or specified start/finish times                                                      | Frequently   |
| Expected to work extensive hours over a significant period due to the nature of the duties | Never        |
| Access to Accrued Days Off (ADOs)                                                          | Never        |
| Peaks and troughs                                                                          | Occasionally |
| Frequent overtime                                                                          | Never        |
| Rostered shift work                                                                        | Frequently   |

| SOCIAL DEMANDS                                              | FREQUENCY    |
|-------------------------------------------------------------|--------------|
| Work with others towards shared goals in a team environment | Frequently   |
| Work in isolation from other staff (remote supervision)     | Occasionally |
| Working in a call centre environment                        | Never        |
| Working directly with the public                            | Frequently   |

| PHYSICAL DEMANDS                                             | FREQUENCY    |
|--------------------------------------------------------------|--------------|
| Distance walking (large buildings or inter-building transit) | Occasionally |
| Working outdoors                                             | Frequently   |

| MANUAL HANDLING  | FREQUENCY    |
|------------------|--------------|
| Lifting 0 – 5kg  | Occasionally |
| Lifting 5 – 10kg | Occasionally |
| Lifting 10kg+    | Never        |
| Climbing         | Never        |
| Reaching         | Occasionally |

|                                                           |              |
|-----------------------------------------------------------|--------------|
| Bending/squatting                                         | Occasionally |
| Push/pull                                                 | Occasionally |
| Sequential repetitive movements in a short amount of time | Occasionally |

| TRAVEL                                | FREQUENCY    |
|---------------------------------------|--------------|
| Frequent travel – multiple work sites | Occasionally |
| Frequent travel – driving             | Never        |
| Frequent travel – interstate          | Never        |

| SPECIFIC HAZARDS                                  | FREQUENCY    |
|---------------------------------------------------|--------------|
| Working at heights                                | Never        |
| Exposure to extreme temperatures                  | Occasionally |
| Operation of heavy machinery e.g. forklift        | Never        |
| Confined spaces                                   | Never        |
| Excessive noise                                   | Occasionally |
| Low lighting                                      | Occasionally |
| Handling of dangerous goods/equipment             | Never        |
| Working with asbestos                             | Never        |
| Potential to encounter agitated customers         | Occasionally |
| Exposure to potentially distressing case material | Never        |

| OTHER                                        | FREQUENCY    |
|----------------------------------------------|--------------|
| Uniform required                             | Never        |
| Personal Protective Equipment (PPE) required | Occasionally |