POSITION DESCRIPTION

Division: Cultural Facilities Corporation

Business Unit: Galleries Museums and Heritage

Position Title: Visitor Services Supervisor

Position Number: 9026

Classification: ASO 3 **(**$78,755 - $84,284)

Location: Lanyon Homestead, Mugga Mugga Cottage, Calthorpes House, Albert Hall and Canberra Museum and Gallery

Last Reviewed: August 2026

AGENCY OVERVIEW

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

Its role is to manage, develop, present, coordinate and promote cultural activities in the ACT. 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

The CFC's mission is to create and drive diverse and remarkable experiences that enliven and elevate arts, culture and heritage in the capital. Its vision is *building Australia's arts and culture capital.*

DIVISION OVERVIEW

The Cultural Facilities Corporation (CFC) is the ACT's largest cultural organisation, managing a unique mix of performing arts, visual arts, social history and heritage venues across multiple sites as well as having responsibility for the Civic Library building. Exciting things are happening in the CFC with the redevelopment of Canberra Theatre Centre and ambitious plans across the organisation including the future of the emerging cultural district.

Galleries Museums and Heritage

The Galleries Museums and Heritage arm of the CFC has creative, curatorial, exhibition, collections management, research and public engagement responsibilities relating to CMAG, The Nolan Collection, Lanyon Homestead, Mugga Mugga and Calthorpes House, Albert Hall and, collaboratively, of the curatorial, collections management, social history and heritage aspects more broadly within the CFC.

Staff from across the various areas of the CFC work together collaboratively across a range of art forms and as part of events and activations in the Civic Square district and at the historic properties.

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

The Visitor Services Supervisor supervises the Visitor Services Officers (VSOs) and volunteers and their front-of-house functions areas across all GMH museums, galleries and venues. This role is part of the Visitor Operations Team and is responsible for ensuring excellent customer service and visitor experiences through the delivery, supervision and administration of museum tours, learning and public programs, events, venue hire, retail and front of house services to a diverse public.

The Visitor Services Supervisor plays an important role in supporting the Cultural Facilities Corporation's commitment to child safety and wellbeing by fostering safe, inclusive and respectful environments for children and young people and ensuring programs and services are delivered in accordance with the organisation's child safety policies, procedures and practices.

The Visitor Services Supervisor reports to the Visitor Services Coordinator.

This role is located at both Lanyon Homestead and CMAG, with work required at the other GMH museums and galleries and Albert Hall as required. The role includes regular weekend and after-hours works to support special events and programs.

This is a full-time rostered shift work position of 147 hours per 28-day cycle, in accordance with Section B of the ACT Public Sector Cultural Facilities Corporation Enterprise Agreement 2023–2026. Shift lengths and the distribution of hours across the cycle will vary to support museum operations and events, including evening and weekend work.

WHAT YOU WILL DO

Under general direction:

1. Supervise and train Visitor Services Officers and volunteers to provide excellent customer service and to deliver quality visitor experiences, including tours, education and public programs, and events for diverse audiences including children, young people, adults, families, schools, community groups and visitors, while promoting child-safe practices and environments.

2. Implement and review operational procedures and processes.

3. Deliver and supervise museum tours, education, public programs and general front of house duties.

4. 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.

5. Provide administrative and logistic support for education, public programs, venue hire and events including set-up, pack down, catering arrangements, collecting visitor data, banking reconciliation and reporting. Assist with staff rostering.

6. Oversee museum reception, retail and front-of-house operations, including ticket and retail sales and reconciliation, stocktake, stock orders and front of house and museum/gallery presentation.

7. Be a point of contact for customer enquiries and emergency situations, including provision of first aid and emergency evacuation.

8. Participate as an effective member of the Galleries, Museum and Heritage team and provide support to other business areas of the Cultural Facilities Corporation as required.

9. Other duties as reasonably required.

WHAT YOU REQUIRE

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

1. Demonstrated experience supervising and supporting staff and volunteers in a customer service environment, with highly developed interpersonal and communication skills (written and verbal), preferably within a museum, gallery, cultural or tourism setting

2. Demonstrated knowledge and experience in front-of-house operations and the delivery of high-quality visitor experiences, including tours, education programs, events, retail and venue hire services, preferably within a museum, gallery, cultural or tourism environment.

3. Demonstrated administration and financial management experience using Microsoft 365 applications, point-of-sale terminal, ticketing and booking systems including ability to collate, organise and communicate information for reporting and public-facing purposes.

4. Demonstrated ability to plan, prioritise and coordinate multiple tasks and competing priorities, exercise initiative and sound judgement, and maintain effective service delivery in a dynamic operational environment.

5. Demonstrated understanding of child safety and wellbeing principles, including the ability to contribute to safe, inclusive and respectful environments for children and young people and support compliance with organisational child safety policies and procedures.

6. Demonstrated commitment to ACT Public Service values, Code of Conduct, and principles of equity, diversity, and inclusion, with the ability to contribute positively to workplace culture and collaborative team outcomes.

Other Requirements or Qualifications

1. Must possess a current driver's licence and be able to travel to all GMH sites including Lanyon Homestead, Mugga Mugga Cottage, Calthorpes House and Albert Hall.
2. Must be available to work weekends, public holidays and after hours to support special events and programs.
3. First Aid Certificate (or a willingness to obtain).
4. Hold a Working with Vulnerable People registration (or willingness to obtain).

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 LBGTIQ 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	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Occasionally
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	Occasionally

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	Frequently
Frequent travel – driving	Occasionally
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	Frequently
Personal Protective Equipment (PPE) required	Occasionally