



# CANDIDATE PACK

POSITION DETAILS	
REFERENCE NO	21933
TITLE	Volunteer and Museum Experience Supervisor
CLASSIFICATION	APS Level 5
EMPLOYMENT TYPE	Non-Ongoing
WORKING HOURS	Roster – 8:30 am to 5:00 pm (60 minute unpaid lunch) Monday to Friday
OFFICE ARRANGEMENT	On-site
SALARY	\$88,833 - \$96,829 pa + 15.4% superannuation
SECTION	Learning and Museum Experience
TEAM	Museum Experience
ELIGIBILITY	<ul style="list-style-type: none"><li>• Australian Citizenship</li><li>• Working with Vulnerable People Registration</li><li>• Security Clearance (after commencement)</li></ul>
CONTACT OFFICER	Stephanie Smith 02 6270 8154
OPENING DATE	15 April 2026
CLOSING DATE	Tuesday 28 April 2026 (11:59pm)
SPECIAL NOTE	<p><b>This is a non-ongoing opportunity available until 31 December 2026, with the possibility of ongoing.</b></p> <p>Suitable candidates may be placed in a merit pool from this selection process and the pool may be used to fill similar ongoing or non-ongoing roles. Non-ongoing vacancies filled from a merit pool may be offered as a specified term.</p>

## ABOUT US

The Museum of Australian Democracy (MoAD) at Old Parliament House is located inside a heritage-listed building that was once home to Australia's Parliament (1927 to 1988).

True to our building's original brief, we provide a 'people's place', where big ideas are explored.

We share the story of Australia's democracy through exhibitions, events and education programs, as well as through our rich online collection of stories, objects and resources.

At MoAD, we celebrate the Australian democratic journey. We seek to provoke thought and inspire conversation by sharing stories and objects that played a part in shaping the nation as it is today.

Careers at MoAD are varied, from human resource officers, exhibition curators, heritage officers and learning facilitators, to digital producers, finance officers and IT specialists. We are a small agency, working in a dynamic environment, sharing our democratic and political history in a heritage-listed building.

MoAD is an inclusive and rewarding workplace that values the contributions of all our staff. We encourage applications from First Nations Australians, people with a disability, culturally and linguistically diverse people and LGBTQIA+ people. We are committed to a safe and supportive workplace which includes flexible working practices.

MoAD employees are engaged under the [Public Service Act 1999](#) and are subject to the terms and conditions of employment in the [OPH Enterprise Agreement 2024-2027](#).

## POSITION DETAILS

This position supports the Manager, Museum Experience and the Coordinators, Museum Experience and Volunteers to meet MoAD's Museum Experience team objectives.

The role is the first point of call for on-floor Museum Experience Officers, and includes day-to-day administration of the Museum Experience team, including, but not limited to: staffing, workflows and rosters, bookings, stakeholder management, determining daily priorities, mentoring and developing staff and volunteers, and supervision of front of house operations including reception, retail and visitor experience.

The successful applicant will have strong IT skills to lead and support the team in the use of existing and new systems.

## ROSTER DETAILS

This position works 7.5 hours per day Monday to Friday 8:30am to 5:00pm with a 60-minute unpaid lunch break.

The Museum is open 364 days per year. This role involves out-of-hours, public holidays and weekend work at times.

## **ROLE RESPONSIBILITIES AND DUTIES**

Under the supervision of the Coordinators, Volunteers and Museum Experience (APS6), this position:

1. Supervises day-to-day operations and coordination of the Museum Experience (ME) team to achieve visitor experience objectives.  
Daily duties include:
  - Development of the Museum Experience daily briefing sheet
  - Briefing Museum Experience Officers (MEOs) and volunteers
  - Identifying and resourcing daily priorities
  - Supervising MEOs and supporting front-of-house functions, including retail and events
  - Maintaining visitor statistics
  - Booking of tours and custom visits
2. Maintain MEO and volunteer rosters, records and database. Provide leadership and support in the use and implementation of systems used by the ME Team, e.g., Point of Sale, retail stock management, bookings and rosters.
3. Arrange and organise MEO and volunteer related meetings and events. Assist with the development and implementation of training programs for the Museum Experience team, including volunteers.
4. Actively participate in the review, development and implementation of public programs, including performance of associated administrative duties. This may involve taking a leadership role in project teams.
5. Maintain effective communication with the Museum Experience team, volunteers, other teams, retail suppliers, contractors and tenants, using a variety of methods and information channels.

## **OUR IDEAL CANDIDATE**

Our ideal candidate will have:

- Demonstrated experience in supervising staff and volunteers including developing rosters and managing workflows in an environment with competing priorities.
- Strong IT skills, with demonstrated ability in using the Microsoft Office suite. Experience working with bookings systems, POS systems, volunteer management and roster programs would be an advantage.
- High level of customer service skills, communication and interpersonal skills. This includes the demonstrated ability to deliver tours and other presentations to visitors and to also deliver training programs for staff and volunteers.
- Demonstrated project and/or business management skills and an understanding of the importance of providing authentic, engaging public programs for visitors to a national cultural institution located in a heritage building.

## YOUR APPLICATION

Please provide a:

- concise statement of claims of no more than 2 pages. When framing your statement, please ensure you adequately demonstrate your skills, qualifications, experience and capabilities.
- Resume outlining your career history, qualifications and contact details for at least two recent referees (no more than 4 pages).
- coversheet from the [MoAD Website](#).

MoAD accommodates requests for reasonable adjustment for people with disabilities to participate in an interview, including offering onsite tours to potential employees before their interviews to gauge any possible access barriers and to comfortably see staff spaces before committing to interview or the job position. Please indicate this in your cover sheet or contact the recruitment officer on 02 6270 8235 or 02 6270 8128.

## ELIGIBILITY

To be eligible for this position at MoAD, applicants must:

- be an Australian Citizen; and
- have a security clearance or be willing to undertake the process to obtain a baseline clearance (after commencement).
- have, or be willing to undertake the process to obtain, a Working with Vulnerable People registration; and
- be willing to provide identity documents and undergo an identity pre-employment check through a Document Verification Service, if you are deemed to be the successful candidate.

## SUBMISSION OF APPLICATION

Your application should be submitted by the closing date to [applications@moadoph.gov.au](mailto:applications@moadoph.gov.au)

For noting:

- Your application will be automatically acknowledged. If you do not receive an automated receipt, please contact 02 6270 8235 or 02 6270 8128 or email [recruitment@moadoph.gov.au](mailto:recruitment@moadoph.gov.au)
- Applications received after closing will not be accepted unless a prior arrangement has been made with the contact officer