



CANDIDATE PACK

POSITION DETAILS	
REFERENCE NO	Several Positions
TITLE	Museum Experience Officer
CLASSIFICATION	APS 3
EMPLOYMENT TYPE	Ongoing
WORKING HOURS	Part-time
OFFICE ARRANGEMENT	On-site
SALARY	\$70,477 - \$76,820 pa pro rata + 15.4% superannuation + 21.5% commuted penalties.
SECTION	Museum Experience and Learning
TEAM	Museum Experience
ELIGIBILITY	<ul style="list-style-type: none">• Australian Citizenship• Security Clearance (after commencement)• Working with Vulnerable People (after commencement)
CONTACT OFFICER	Stephanie Smith, 02 6270 8154 or Stephanie.Smith@moadoph.gov.au
OPENING DATE	Friday 6 March 2026
CLOSING DATE	Sunday 22 March 2026 (11:59pm)
SPECIAL NOTE	Weekend work required. Occasional afterhours work required. This is an Ongoing opportunity 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.

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

The position of Museum Experience Officer, in the Museum Experience team, is responsible for providing high quality customer service and the delivery of engaging programs to a diverse public.

The position is the first point of contact for visitors, responsible for providing information on the Museum and its events and programs, as well as cloaking services, Point-of-Sale (POS) services, and other reception duties.

The role requires the ability to learn, develop, and deliver public programs and presentations and involves long periods of standing and moving throughout the Museum.

Weekend work, as well as public holidays, is required by the role.

ROLE RESPONSIBILITIES and DUTIES

Under the general supervision of the Volunteers and Museum Experience Supervisors, this position will:

- Provide high quality interactions with museum visitors, including entry management, providing information about the Museum, and promoting programs, retail services and telephone calls.
- Provide services for the operation of the Museum's retail shop.
- Assist in the development of and provide the facilitation and support of a range of public programs, tours, events, and activities. Occasional after-hours work may be required.
- Assist in providing direction to volunteers and help to facilitate the museum's volunteer program.
- In association with other museum teams, support compliance with agency security and heritage requirements, and monitor exhibition functionality.
- Develop productive working relationships with colleagues, volunteers and other stakeholders that add value to service delivery.
- Provide general support to the Museum Experience team and management, including assisting with project work and gathering visitor feedback.

OUR IDEAL CANDIDATE

Our ideal candidate will possess:

- Strong interpersonal skills and demonstrated ability to work in a diverse team in a customer service environment.
- Experience with Point of Sale (POS) systems and cash handling, and Microsoft Office would be an advantage.
- Demonstrated ability to show initiative, share knowledge, take on constructive feedback and take responsibility for personal development.
- A flexible and positive approach to learning new things.
- Interest and knowledge of, or the ability to quickly acquire, an understanding of Australian politics and history.
- The ability to deliver engaging tours and public programs, using public speaking, interpretation, and presentation skills.

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); and
- 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

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
- Applications received after closing will not be accepted unless a prior arrangement has been made with the contact officer