



Museum of Australian Democracy
at Old Parliament House

Application Pack

| POSITION DETAILS | |
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| Reference No | 21107 |
| Title | Bookings and Learning Officer |
| Classification | APS Level 4 |
| Employment Type | Ongoing |
| Working Hours | Full-time |
| Salary | \$69,832 - \$75,327 + 15.4% Superannuation |
| Section | Museum Experience, Learning and Operations |
| Team | Learning |
| Conditions | Australian Citizen + security clearance (after commencement) + WwVP |
| Security Level | Baseline |
| Contact Officer | Stephanie Smith, Manager Learning 02 6270 8177 |
| Opening Date | Friday 8 September 2023 |
| Closing Date | Sunday 24 September 2023 |
| Special Note | A merit pool may be established from this recruitment activity which may be used to fill similar vacancies at MoAD |

ABOUT THE POSITION

As the first point of contact for tour operators, teachers, or parents booking school programs; you provide essential client services and administrative support for the Museum. The Bookings and Learning Officer works closely with the Learning team to support and coordinate the bookings and administration activities of MoAD education programs. Duties include bookings administration, staff training, creating internal bookings procedures, confirming and waitlisting booking requests, assisting teachers with regular and specialised bookings, and supporting PACER administration as required. They will deliver onsite and digital programs, as well as support the team with minor project work.

DUTIES

Under the direction of the Learning Design Producer, the Bookings and Learning Officer will:

1. Provide high quality customer service in a fast-paced environment to school visitors through the BCE bookings portal and communication platforms including emails and telephone.
2. Coordinate all school bookings enquiries, processing and confirmations for bus and coach companies, schools, home schools and tertiary institutions, including those visiting as part of the PACER program.
3. Maintain and update the BCE bookings portal to ensure bookings information is current and correct, and compile and export accurate and timely activity forecasts.
4. Work with the Learning team to meet school demand and the Museum's strategic objectives, including education program availability and updates, wait-listing booking requests, timely client responses and staff training in the BCE bookings portal.
5. Deliver onsite and digital programs to a high standard
6. Undertake a range of administrative tasks and project work to support the Learning team including maintaining data and creating resources using a variety of software applications
7. Advocate MoAD Learning programs and policies in industry tradeshows and workshops and at BCE Partner meetings, as required.
8. Attend Museum meetings and training, maintain currency with Learning programs and policies, and support compliance with Agency security and heritage requirements.

KEY ATTRIBUTES

1. Well-developed time management skills, including the ability to organise workloads and meet competing priorities with limited supervision.
2. Demonstrated ability to work effectively within a small team, share knowledge, show initiative and take responsibility for personal development.
3. Ability to develop and deliver systems for recording, maintaining and filing data essential for meeting KPI reports and PACER administration.
4. Well-developed written and oral communication skills with proven ability to build and sustain positive working relationships, deliver high-quality onsite and digital programs, and have a focus on attention to detail.
5. Ability to use a range of applications such as BCE, Microsoft Word, Excel, Sharepoint and the capability to quickly acquire knowledge of other relevant systems.

ELIGIBILITY

Employment with the Museum of Australian Democracy is subject to the following conditions:

- **Citizenship** – To be eligible for employment with MoAD, applicants must be an Australian Citizen.
- **Security Clearance** – The successful applicant will be required to undergo and maintain a security clearance at the baseline level.
- **Working with Vulnerable People** card prior to commencement

APPLICATION DETAILS

Your application must include:

- A completed application cover sheet - (available on the [MoAD website](#))
- Concise statement of claims.
- Resume outlining your career history, qualifications and contact details for at least two recent referees.

SUBMISSION OF APPLICATION

Your application should be submitted by the closing date to:



applications@moadoph.gov.au

- Your application will be automatically acknowledged. If you do not receive an automated receipt, please contact the Recruitment Officer on 02 6270 8118
- Applications received after closing will not be accepted unless prior arrangement has been made with the contact officer.