

Position Title:	Museum Education and Public Programs Officer		
Position Level:	Level 4	Employment Agreement:	2024 City of Bunbury EBA
Directorate:	Corporate & Community	Position Number:	HR2149
Business Unit (Department):	Community Connection	Primary Location:	Bunbury Museum & Heritage Centre
Team:	Bunbury Museum & Heritage Centre	Hours:	50 / Fortnight

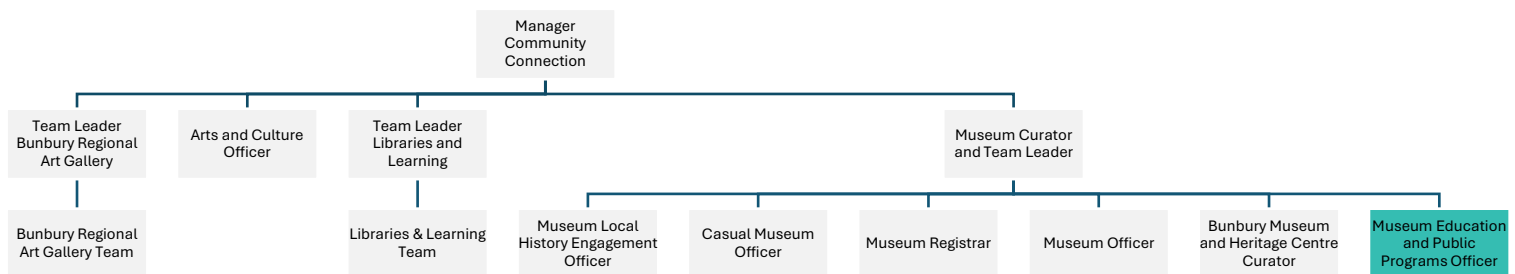
Position descriptions are amended from time to time, therefore you should not rely on a printed copy being the current version. Please consult the People & Safety Department to ensure that the version you are using is up to date.

This document is available in alternative formats (e.g. larger font) if requested.

Position Objectives

The Museum Education and Public Programs Officer is responsible for delivering high quality education and public programs for the Bunbury Museum and Heritage Centre. This role also builds and maintains strong network connections with internal and external stakeholders to facilitate collaborative programming practices.

Bunbury Museum & Heritage Centre Team Structure



Key Accountabilities

- Plan, develop and deliver a range of classes, tours, and other public education programs to enable people of all ages to engage with local history and heritage in alignment with City of Bunbury plans and strategies.
- Collaboratively develop and implement exclusive initiatives to enhance visitor engagement with exhibitions, including opening events.
- Develop and delivery inclusive, curriculum-linked education resources and experiences for schools.
- Deliver established Museum programs such as Winter Warmers and History's Mysteries Young Writers Competition, maintaining connections with established collaborators.
- Identify, apply for, and acquit funding opportunities to support Museum public programs.

Authority and accountability

- Provide support with the preparation of reports.
- Provide courteous, efficient advice and support to both internal and external queries.
- Provide administrative support for the Bunbury Museum and Heritage Centre.
- Maintain accurate records and generate reports as required.
- Ensure correspondence is responded to within agreed timelines and quality standards.

Judgment and problem solving

- Apply established procedures to review documents, prepare reports, and analyse data and feedback.
- Evaluate programs and initiatives, including by collecting and analysing participant feedback, and apply the lessons learned to future planning.
- Prioritise workload and apply sound judgment when managing multiple deadlines.
- Contribute to continuous improvement by supporting process enhancements, sharing knowledge, and assisting colleagues as required.
- Organise and support meetings, including scheduling, preparing agendas, taking minutes, and following up on actions.

Specialist knowledge and skills

- Stay updated on industry trends, best practices, and emerging technologies in museum education and programs.
- Support museum planning processes, strategic development, exhibition development, event delivery, and daily operations as they relate to education and public programs, as required.
- Participate in training programs and initiatives, relevant to museum education and programs, to enhance professional performance.
- Prepare and keep accurate correspondence, reports, plans and data of all events and programs, using templates, systems, and local government processes and procedures.

Management skills

- Coordinates and prepares administrative tasks such as meeting minutes, agendas, reports and financial management such as purchase orders and invoices.
- Supervise volunteer and work experience participants as required.
- Maintains and updates all related stakeholder databases.
- Maintains and updates the Bunbury Museum and Heritage Centre Team information section on the Intranet, operational forms, and master documents, as well as information files, policy, and procedures for museum education and programs.
- Undertake other duties as directed by the Museum Curator and Team Leader.

Interpersonal skills

- Collaborate with internal stakeholders, such as the Marketing & Brand team, to promote Museum programs and events.
- Collaborate with other cultural organisations, including Bunbury Regional Art Gallery and Bunbury Public Libraries in addition to independently owned facilities, to facilitate collaborative and complementary programming.
- Develop and maintain effective networks with internal and external stakeholders within the museum, heritage, and education sectors, including local schools.
- Provide a high level of customer service to general incoming and outgoing enquiries.
- Communicate clearly and professionally with staff, community members, and external stakeholders.
- Foster positive working relationships with colleagues and external parties to support cooperative and transparent museum practices.
- Act in accordance with CoB values; promote and model an integrated 'one team' approach to working across all components of the City of Bunbury.

Key Relationships

Reports To	<ul style="list-style-type: none"> • Team Leader Bunbury Museum and Heritage Centre
Supervises	<ul style="list-style-type: none"> • Nil
Indirect Positions Managed	<ul style="list-style-type: none"> • Nil
Key Internal Relationships	<ul style="list-style-type: none"> • All City of Bunbury Employees • Project Stakeholders
Key External Relationships	<ul style="list-style-type: none"> • Local, State and Commonwealth Government Agencies • General Public • City of Bunbury Ratepayers and Residents • Educational Institutions • Suppliers • Contractors • Community Groups • Industry Specific Professional Groups • Sponsors • Volunteers • Work Experience Participants

Financial Accountability and Delegations

Financial Accountability	<ul style="list-style-type: none"> • Acts within established practices. • Purchasing limit \$Nil
Delegations	<ul style="list-style-type: none"> • Nil

Extent of Authority

This position may exert influence in the following:
<ul style="list-style-type: none"> • Prioritise own work to ensure all tasks are performed within a satisfactory timeframe. • Exercise initiative and/or judgement within clearly established Policies and Procedures. • Is fully accountable for the content, accuracy, validity and integrity of advice provided. • Acts within the organisational values, Code of Conduct, strategic plans and priorities, legislative and regulatory frameworks, delegations, and organisational policies and procedural frameworks and guidelines.

Requirements of the Position

Qualifications and Experience	Essential	Desirable
Certificate III in a relevant field and formal training or extensive experience in supervision; and/or knowledge and skills gained through on the job training.	✓	
Experience working in an education role.	✓	
Experience communicating with, engaging, and coordinating a variety of stakeholders.	✓	
Experience working in the community/not-for-profit sector.		✓
Experience in preparation of funding applications and acquittals.		✓
Experience in project management or support.		✓
Current Working with Children Check (WWC).	✓	
Demonstrated experience in following established safety protocols.	✓	
Valid WA Drivers Licence or equivalent.	✓	
Current National Police Clearance.	✓	
Skills and Knowledge	Essential	Desirable
Demonstrated understanding of public programming in the heritage/cultural sector.	✓	
Strong stakeholder management skills with the ability to build and maintain positive relationships.	✓	
Demonstrated high standard of computer skills.	✓	
Strong interpersonal skills and proven ability to work autonomously and as part of a team to gain co-operation to discuss and resolve problems.	✓	
Excellent administration and organisational skills including time management, written and verbal communications and ability to continually improve on and streamline processes.	✓	
Demonstrated organisational skills with the ability to handle multiple assignments.	✓	
Demonstrated time management and prioritisation skills.	✓	
Disciplined approach and attention to detail.	✓	
General knowledge of Equal Employment Opportunity and Diversity Acts.	✓	
Understanding key workplace health and safety laws and regulations applicable to the role and position.	✓	
Actively participate in safety initiatives.	✓	
Contribute to a collaborative and positive team workforce environment/ culture and by demonstrating a positive attitude, respect, accountability and teamwork.	✓	
Knowledge of relevant Local Government function, legislative and statutory requirements and/or contemporary governance principles and standards.		✓
For specific Role Expectations applicable to this position, the position holder will refer to the Role Expectations Guide on the City's Intranet. The person accepting the position will be required to sign off that they have received and understood their Role Expectations.		

Mission Statement

Welcoming and full of opportunities

Organisational Values

Employees at the City of Bunbury observe the following Values in their day to day activities:



We are Community

C

- We are one team
- We keep each other safe
- We display empathy and respect
- We have fun and celebrate our successes
- We work together to achieve great outcomes



We are Open

O

- We are open to opportunities
- We actively listen and think things through
- We are inclusive and treat everyone equally
- We are honest and open in our communications
- We are open to feedback to improve our performance



We are Brave

B

- We lead the change, we own it
- We trust and empower each other
- We have the difficult conversations early
- We hold ourselves to the highest standard
- We have the courage to improve and simplify

#WEARECOB

Misconduct and Ethical Decision-Making

City of Bunbury employees are required to comply with the Employee Code of Conduct and refrain from behaviour that constitutes misconduct.

Employees must:

- Apply accountable and ethical decision-making principles within the work environment.
- Ensure all actions and decisions are impartial and unbiased and can be justified and accurately explained.
- Be accountable and transparent in all work activities.
- Do your job effectively and as efficiently as possible.
- Declare and appropriately manage any potential conflicts of interest.
- Comply with all relevant legislation, City of Bunbury Council Policies, Management Policies and Employee Code of Conduct.
- Report any suspected misconduct including breaches of the City's Code of Conduct, to your Manager, Director or CEO.
- Act fairly and justly, abiding by principles of due process and natural justice.

Risk Management

- Understand and adhere to the Risk Management Policy, Management Policies and related procedures. When required, undertake risk assessments for all proposed projects in consultation with Team Leader, Manager or Director.
- Apply sound operational risk management practices within the work environment.

Customer Service

- Foster, advocate and implement the City's Customer Service Charter.
- Aim to exceed customer expectations.
- Strive for an element of consistency from one service transaction to the next.
- Through the delivery of outstanding service, establish a reputation of customer service excellence through service delivery.
- Deal with enquiries from customers and provide or arrange for the provision of the appropriate information or redirect the customer to the appropriate service provider.

Work Health and Safety

Managers/Supervisors must:

- Ensure adherence to WHS policies and procedures and be aware of their own responsibilities listed herein.
- Consult and cooperate with workers and Health and Safety Representatives (HSRs) on WHS issues to gain a thorough understanding of key risks, enabling accurate reporting at WHS Committee Meetings.
- Ensure workers are provided with the information, instruction, training, and supervision they need to work safely.
- Identify, assess, and control hazards (physical and psychosocial) within their area of responsibility by applying the hierarchy of controls and actively using and monitoring the safety management system.
- Encourage early reporting of incidents and hazards, gather initial information to assist investigations, and forward details to the WHS Team immediately.
- Ensure workers are aware of and comply with all relevant WHS procedures, particularly those relating to the operation of plant and equipment.
- Develop safety documentation as required, in consultation with workers, and ensure these are followed.
- Provide PPE as required, and ensure workers are trained in correct use, fit, and storage requirements.
- Ensure all plant and equipment is safe to use and maintained in accordance with manufacturer recommendations and legal requirements.
- Foster a positive and respectful workplace culture that supports psychological health and safety.
- Maintain current knowledge of WHS legislation, risks, and control measures relevant to their own work area.
- Lead by example by consistently demonstrating safe work behaviours.

Workers must:

- Take reasonable care of their own health and safety (physical and psychological) and ensure their acts or omissions do not adversely affect the health and safety of others, as required by WHS legislation and the City of Bunbury Code of Conduct.
- Follow safe work practices and participate in maintaining a healthy and safe workplace.
- Comply with reasonable instructions, policies, and procedures relating to health and safety.
- Cooperate with management to help them meet their WHS obligations.
- Report any injury, illness, hazard, or near miss immediately, where practicable, to their supervisor — including psychosocial hazards such as bullying, harassment, or unreasonable work demands. Where safe and practicable, take immediate action to make hazards safe before reporting them.
- Treat colleagues, customers, and members of the public with respect to protect the psychological safety of others.
- Familiarise themselves with and follow the City's WHS policies and procedures.
- Not intentionally or recklessly misuse or interfere with anything provided for health and safety.

Position and Incumbent Details

The requirements of this position are accepted and will be undertaken with due diligence at all times:

Position Description Prepared by:	Manager Community Connection	Key accountabilities accepted by Employee:	
Signed:		Signed:	
Date:	05/05/2026	Date:	

The original signed position descriptions must be returned to People & Safety.

Review

The line manager and incumbent will review this position description for any necessary amendments during the employment lifecycle, including the annual performance development (PDP) review process.