

Adderton: house & heart of mercy is a unique cultural space that uses art to highlight the work of the Sisters of Mercy Brisbane Congregation and to explore topics of justice and other current social issues.

- **Visitor Experience Officer**

Reporting to the Manager and also joining a small and vibrant team this time of Visitor Experience Officers, this part time, position is the first point of contact for visitors to **Adderton: house & heart of mercy**. Visitor Experience Officers actively greet and engage with visitors providing them with accurate and helpful information about the site and guiding tours of the building and the exhibitions therein. The role also assists with activities and events, school bookings, group tours and workshops. Weekend work is a requirement of the role.

Applications

All applicants are requested to submit a maximum (2) page Expression of Interest plus a resume to Ms Linda Phillips, Curator, **Adderton: house & heart of mercy** at admin@adderton.org.au. Expressions of Interest should address the selection criteria outlined in the Position Description below.

Sisters of Mercy Brisbane Congregation is committed to child safeguarding and takes a zero tolerance to child abuse. As an employee of the Sisters of Mercy Brisbane it is a requirement to uphold and adhere to child safeguarding practices and requirements and to hold or obtain a positive notice Blue Card.

Applications close Monday, 2 November 2020.

If you have any questions about this role please contact Linda Phillips at **Adderton: house & heart of mercy**.



SISTERS OF MERCY BRISBANE CONGREGATION

POSITION DESCRIPTION

POSITION	Visitor Experience Officer
TYPE	Part time
LOCATION	Adderton: house & heart of mercy; 547 Ann Street, Brisbane
APPOINTED BY	Congregation Leader
REPORTS TO	Manager, Adderton: house & heart of mercy
SUPERVISES	N/A
INDIRECT RELATIONSHIPS	Adderton staff; Staff of the Sisters of Mercy Brisbane Congregation Office and associated sites
FINANCIAL DELEGATION	In accordance with the Sisters of Mercy Brisbane Congregation office and associated sites Delegation Policy

PURPOSE OF THE POSITION

The purpose of this position is to enable the achievement of Adderton's goals by providing outstanding customer service and support to visitors, ensuring that high quality experiences are consistently delivered.

ORGANISATIONAL ENVIRONMENT

The Brisbane Congregation of the Sisters of Mercy is a group of Catholic women religious founded in Brisbane in 1861. The Sisters draw their inspiration from Catherine McAuley who founded the Sisters of Mercy in Ireland in 1831 and Mother Vincent (Ellen) Whitty who founded the Brisbane Congregation. Together with their partners in Ministry the Sisters have and continue to respond to the needs of those experiencing poverty, disadvantage and exclusion through a commitment to mercy and justice and compassion.

Staff of Congregation Office and its associated sites provide services and support to the Congregation Leadership Team in its leadership and trusteeship of the Congregation and its stewardship of the Sisters of Mercy resources. The responsibilities and accountabilities of all roles are underpinned by Gospel values and Catholic traditions, the vision, mission and ethos of the Sisters of Mercy, Brisbane and Congregation Leadership Team approved plans, policies, procedures and practices.

The Sisters of Mercy Brisbane Congregation, its staff and volunteers are committed to child safety and take a zero tolerance to child abuse.

Adderton: house & heart of mercy is a new initiative of the Brisbane Congregation, located in the historic All Hallows' Convent in Brisbane's CBD. The convent has been the mother house of the Congregation since 1863 and the work of the Sisters have flowed from this site for nearly 160 years, positively impacting education, healthcare and welfare. Adderton is a new space for the community that explores concepts of justice and mercy through art, ideas and reflection. The convent is being extensively refurbished to create vibrant, multi-use spaces for the public as well as ensuring universal access standards throughout.

A small curatorial, production and public programming team creates and presents an annual calendar of exhibitions, displays, installations and activities that promotes the spirit of mercy through a focus on learning, justice, engagement, hospitality and reflection.

Approved By (Name and Position): Sr Catherine Reuter, Congregation Leader

Signature:

Approval Date:

15 October 2020



SISTERS OF MERCY BRISBANE CONGREGATION

POSITION DESCRIPTION

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KEY PERFORMANCE AREAS	REQUIREMENTS AND RESPONSIBILITIES
1. Mission, Vision and Values	<ul style="list-style-type: none">Execute the duties and functions of the role within Gospel values and Catholic traditions, and the vision, mission and ethos, of the Sisters of Mercy, BrisbaneParticipate in mission formation programs and activities as required
2. Service Delivery	<ul style="list-style-type: none">Actively greet, engage with and assist visitors to Adderton: house&heart of mercy in a hospitable and friendly mannerProvide accurate and helpful information on the building and site, exhibitions, tours, activities and amenities. Keep up to date on information regarding Adderton: house& heart of mercy activities and programsOpening and closing the building following a set of procedures relevant to the security, public access, and exhibition requirements.Sensitively maintain building security and visitor safety while ensuring visitors from all walks of life feel welcomed and appreciatedProvide emergency and first aid response as requiredFacilitate in-house workshops and assist external facilitators with workshops for on-site and external programsAssist with activities and events set up and bump-out as required and assist at after hours events. This will include the manual handling and movement of furniture and objects such as chairs, trolleys, bollards, sign boards, PA systems, etc.Assist with the co-ordination of school bookings, group tours and workshops.Assist in collecting and compiling visitor statistics and feedback in order to report effectivelyCarry out housekeeping duties throughout the roster period to ensure high standards of presentation of the building, rooms and exhibitsWork independently when required and as a member of a team alongside staff and volunteersEnsure that Adderton is presented at all times as an engaging, friendly and respectful representative of Mercy charism and values
3. Quality, Compliance and Risk	<ul style="list-style-type: none">Participate in relevant committees or working parties as directed by the relevant manager/supervisor or requested by the Congregation Leader

Approved By (Name and Position): Sr Catherine Reuter, Congregation Leader

Signature:

Approval Date:

15 October 2020



SISTERS OF MERCY BRISBANE CONGREGATION

POSITION DESCRIPTION

KEY PERFORMANCE AREAS	REQUIREMENTS AND RESPONSIBILITIES
	<ul style="list-style-type: none"> Comply with relevant Sisters of Mercy Brisbane Congregation Office and Associated Sites policy and procedures performing duties in accordance with organisation requirements Participate in the development, review and evaluation of relevant policies and procedures
4. Personal Performance and Professional Development	<ul style="list-style-type: none"> Exhibit in all personal and professional behaviours, the core values and underpinning philosophy of the Sisters of Mercy, Brisbane Congregation Office and Associated Sites Undertake professional development as required Participate in all relevant and mandatory training and development programs organised by the Sisters of Mercy Brisbane Participate in organisation performance appraisal and review processes
5. Workplace Health & Safety	<ul style="list-style-type: none"> Adhere to safe work practices at all times Comply with Sisters of Mercy Brisbane Congregation Office and Associated Workplace Health and Safety policies and procedures and all safe operating procedures and protocols especially when/if working in the community Promote the management of hazards, reporting incidents and hazards immediately and in line with organisation procedures

QUALIFICATIONS, COMPETENCIES AND ATTRIBUTES	
Required to have	Beneficial to have
<ul style="list-style-type: none"> A Blue Card. A commitment to Child safety and the ability to pass and maintain relevant and legislative probity checks A current First Aid certificate Integrity and sensitivity to issues of privacy and confidentiality and an ethical approach to decision making Ability to work flexibly and after hours Ability to manage manual handling of objects such as chairs, trolleys, bollards, sign boards, PA systems, etc. 	<ul style="list-style-type: none"> A working knowledge of the Catholic church in Australia, its structure and language Ability to use computer IT systems including the Microsoft suite of products Knowledge of presentation/events set up including audio-visual set up and troubleshooting Knowledge of visitor/guest management processes in a large facility including security and workplace health and safety processes

Approved By (Name and Position): Sr Catherine Reuter, Congregation Leader			
Signature:		Approval Date:	15 October 2020



SISTERS OF MERCY BRISBANE CONGREGATION

POSITION DESCRIPTION

KEY SELECTION CRITERIA

1.	Demonstrated understanding of and/or capacity to understand, work within the mission, vision and values and contribute to the culture of the Sisters of Mercy Brisbane Congregation Office
2.	Demonstrated experience in a customer services environment, ideally in a cultural, heritage or community-focused facility or attraction
3.	Demonstrated experience in working alongside volunteers, ensuring they are adequately assisted and supported
4.	A calm, mature attitude. Proven ability to find solutions to problems as they arise and deal quickly and effectively with unforeseen issues
5.	People-oriented with an exceptional customer service focus and a passion for delivering high quality service to a wide range of visitors including children
6.	Demonstrated willingness to undertake a range of duties as required. A conscientious and reliable team player, not daunted by changing schedules, challenging timeframes or sometimes basic tasks

Approved By (Name and Position): Sr Catherine Reuter, Congregation Leader

Signature:

C. Reuter

Approval Date:

15 October 2020



SISTERS OF MERCY BRISBANE CONGREGATION

POSITION DESCRIPTION

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed: _____

Name (*please print*): _____

Date: _____

Approved By (Name and Position): Sr Catherine Reuter, Congregation Leader

Signature:

Approval Date:

15 October 2020