



THE DAVID ROCHE FOUNDATION
ADELAIDE

Visitor Services Officer (Part-time)

The Place

We have a fantastic job opportunity to work in a magnificent house museum which is home to one of the finest decorative arts collections held in a private institution in Australia.

Situated in the beautiful suburb of North Adelaide, The David Roche Foundation House Museum contains a collection of over 3,000 items from the eighteenth and nineteenth centuries, including European furniture, ceramics, clocks and paintings. This exquisite collection of antiques, paintings and objets d'art, which is housed in David Roche's former residence, Fermoy House, was accumulated by him over his lifetime and was left to be preserved for future generations.

Visitors can take a guided tour of Fermoy House to view the collection and visit the adjoining gallery space where there are changing exhibitions throughout the year.

The Person & The Role

We are looking for an exceptional Visitor Services Officer (VSO) who has experience in a customer facing environment, and who can provide a warm welcome to our visitors and make their experience a positive and memorable one. A sharp eye for detail and tidiness is a must to ensure the common areas of the museum, including the shop, look well presented at all times for visitors. The VSO will also process admissions, take payment for merchandise sales as well as seeking opportunities to improve and innovate the shop. In addition to this, the VSO will complete the roster for our Front of House volunteers and ensure shifts are filled. The VSO is expected to maintain a high level of courtesy and professionalism with both visitors and fellow staff members and volunteers. A team player but someone who can also work independently.

Main Purpose

- To create a positive and memorable experience for visitors to TDRF
- To ensure the roster for Front of House Volunteers is completed in a timely manner
- To ensure Front Desk, shop and Roman Room are well presented
- To assist and support other TDRF staff with events and ad hoc tasks

Key Outputs

- Make visitors to the museum feel welcome and valued
- Interact positively with visitors and create a memorable experience
- Check tickets and take payment for tickets and merchandise
- Assist on tours supporting the Guide
- Ensure the common areas are presentable and ready to receive visitors
- Complete 4 week rolling roster and contact Front of House Volunteers to fill shifts
- Ensure museum shop is well stocked and merchandise is well displayed
- Opening and closing of museum on Saturdays
- Assist with events including some evening events

Experience & Qualifications

- Experience working in a customer facing environment – ideally in a museum, gallery or similar tourism attraction
- Cash handling & Eftpos machine operation
- POS System operation
- Experience completing rosters
- Experience in merchandising (desirable)

Knowledge & Skills

- Excellent communication skills, both written and verbal
- Excellent people skills
- Ability to work independently and in a team
- Friendly and approachable
- Reliable
- Flexible
- Well presented
- Excellent time keeper
- Excellent problem solving skills
- Excellent decision making
- Maturity

Working Hours

- 3 days per week (Thursday to Saturday)
- 9am to 4.30pm (including 30 minutes break)
- Break to be taken either 11.45am to 12.15pm or 2 breaks of 15 minutes
- Rate of pay - \$25 per hour (\$29,250 pa) plus 10% Superannuation

Company Policies

- Demonstrate respect & empathy for all colleagues
- Recognise & conform to TDRF WH&S , and environmental practices
- Recognise & conform to all TDRF administration & employee policies
- Recognise & pursue TDRF strategic vision

Terms & Conditions

- Provide or undergo an Australian Criminal History Check (mandatory)
- Be fully vaccinated against Covid-19
- 6 Month probationary period
- Be an Australian Citizen
- Current holder of First Aid Certificate or willingness to obtain
- TDRF is an Equal Opportunity Employer and operates a smoke-free environment

How To Apply

If you are interested in applying for this position then please email your CV along with a covering letter (maximum 2 pages) which demonstrates your skills and suitability for the role to jaynebailes@rochefoundation.org.au

If you'd like further information about the position, please email [Jayne Bailes](#) (Administration & Finance Coordinator)

Closing Date: COB Friday 19 August 2022