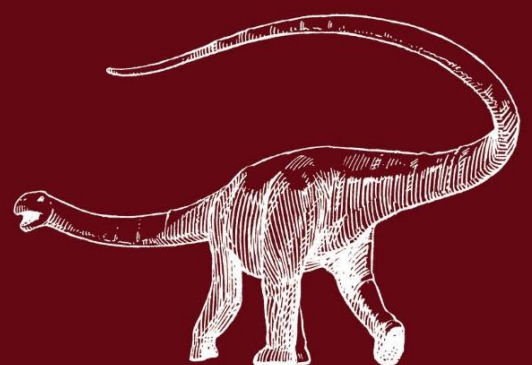


Make your
mark at
Australia's most
aspirational
Museum of
Natural
History

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JOB INFORMATION PACK WITH FURTHER DETAILS AND JOB DESCRIPTION FOR THE POSITION OF HR & OFFICE ADMINISTRATOR (FIXED TERM)

The Australian Age of Dinosaurs Museum of Natural History (the Museum) is a relatively young and small museum staffed by people who are passionate about dinosaurs and fossils, Australian natural history and getting visitors involved. The Museum holds the world's largest collection of Australian dinosaur fossils and operates the most productive Fossil Preparation Laboratory in the Southern Hemisphere. The Museum hosts over 55,000 paying visitors annually, mainly self-drive Australian tourists who travel a long way to visit us. Giving them a fascinating experience and encouraging them to be ambassadors for the Museum is important to us.

The Museum is located on The Jump-Up (Australia's first International Dark-Sky Sanctuary), about 24km south-east of Winton in Central West Queensland. With the **Dinosaur Stampede National Monument at Lark Quarry Conservation Park** (the Park, managed by the Museum) 110km south-west of Winton and the dinosaur attractions at Richmond and Hughenden, north of Winton, the Museum is a vital part of Australia's dinosaur heritage and dinosaur tourist trail.

The Museum, opened on the site in 2009, includes a Fossil Preparation Laboratory, a Reception Centre with exhibition space (the Collection Room), Shop and Café, the Dinosaur Canyon Outpost and five Outdoor Galleries in Dinosaur Canyon and the *March of the Titanosaurs* exhibition and Gondwana Stars Observatory.

Visitors pay for hourly guided tours of the Laboratory, Collection Room and Dinosaur Canyon. The Laboratory and Collection Room tours run for approximately 30 minutes each and the Dinosaur Canyon experience, including the *March of the Titanosaurs* exhibition tour, runs for 1.5 hours. The Noble Express shuttle bus is used to transfer visitors from the Reception Centre to Dinosaur Canyon and back again. Tours operate at the Museum and Park seven days a week during the busy tourist season of April to September (Winter Hours) and six days a week (not Sunday) from October to March (Summer Hours).

Group bookings for tourists and schools are typically scheduled for separate tours, with options for morning or afternoon tea, as well as group lunches and evening BBQ meals. Staff rosters are adjusted for evening shifts, allowing staff to start in the middle of the day.

The Museum is headed by a Board, Executive Chairman and management team. It employs about 35 staff for most of the year on a full-time or part-time basis with occasional casual support. The staff are assisted greatly by members of the public who pay to attend the annual Dig-A-Dino program and participate in the Prep-A-Dino program, learning how to prepare dinosaur bones ready for research and display. When time permits Tour Guides on duty in the Laboratory also learn how to prepare fossils, puzzle broken fossils together and undertake other fossil-related tasks. Research on fossils is facilitated by our own field palaeontologists with experts from Australian and international universities and museums.

Take some time to explore:

- the Museum at www.australianageofdinosaurs.com
- Winton at <http://www.experiencewinton.com.au/> and <http://www.winton.qld.gov.au>
- the Dinosaur Stampede at <http://www.dinosaurtrackways.com.au/>

Winton is a remote town with about 1,100 residents, known for high summer temperatures and occasional winter frosts. It has a small airport with a twice-weekly service; the nearest airport with daily flights is Longreach, 177km away. The town features a gym, public swimming pool, hotels, cafés, grocery stores, a library, retail outlets, an Australia Post shop, National Australia Bank and schools (St Patrick's School and Winton State School).

JOB DESCRIPTION

Date:	1 November 2024
Job title:	HR & Office Administrator
Responsible to:	Head of Development
Responsible for:	n/a
Key relationships:	Head of Development Museum Services Manager Education & Astronomy Manager Collection Manager Property Maintenance Officer Reception Centre Supervisor Programs Assistant/Tour Guide Bookkeeper Executive Chairman Other Museum staff

1. Job context

The **Australian Age of Dinosaurs Museum of Natural History** (the Museum) is a not-for-profit museum based in Winton, regional Queensland. Its purpose is to discover, prepare, interpret and display dinosaur fossils and tell the story of Australia's natural history. The Museum is dedicated to delivering a world-class attraction that educates and inspires its visitors, providing them with a unique Australian experience.

The Museum is contracted by Winton Shire Council to manage the **Dinosaur Stampede National Monument at Lark Quarry Conservation Park** (the Park), a Queensland Parks and Wildlife Service site. The Park represents the most concentrated site, and only definitive record, of dinosaur stampede behaviour in the world. Situated 110km south-west of Winton, this visitor attraction is the largest trace-fossil site in Australia.

The Museum has begun the third and final stage of its development, which entails the design and construction of the Australian Age of Dinosaurs Museum of Natural History (MNH). The MNH's purpose is to present and tell the story of Australia's geological journey through deep time by way of a centre of excellence that will become renowned worldwide.

2. Job purpose

The position of **HR & Office Administrator** exists to:

- administer the Museum's human resources (HR) portfolio
- administer the day-to-day administration requirements of the Museum and Park
- administer the AAOD Staff Village
- deliver excellent internal and external customer service and
- support Museum operations.

3. Key output areas

The following key output areas represent the responsibilities of the job holder. From these, agreed performance standards will be established and monitored. These key outputs are not

exhaustive. They reflect the current environment and it is recognised that they will be subject to variation dependent on internal and external change.

1. Administer the Museum's human resources (HR) portfolio

This will be achieved, with active oversight of the Head of Development, by:

- being familiar with relevant legislation, regulations and Museum policies and procedures
- assisting the Head of Development in building and maintaining a culture of fair and consistent HR practices
- serving as the first point of contact for day-to-day human resources processes and inquiries
- creating staff rosters and approving timesheets through the Museum's rostering software, in consultation with managers as required
- administering the recruitment of new staff in consultation with the Museum Management Team and individual managers, in line with the approved staffing budget
- administering annual and cyclical people processes, including formal letters of employment, probation reviews and performance reviews, and conducting exit interviews
- monitoring accumulated leave balances and addressing any issues at Museum Management Team meetings
- keeping an eye on potential or actual human resource issues, facilitating discussions and implementing resolution processes as agreed with the Head of Development and managers as appropriate
- preparing and delivering training sessions on areas of responsibility and
- encouraging staff to achieve high standards of behaviour at work and serving as a positive role model.

2. Administer the day-to-day administration requirements of the Museum and Park

This will be achieved by:

- maintaining accurate records and reports related to daily operations, incidents and visitor feedback to inform management decisions
- utilising management software and tools to streamline administrative processes and improve operational efficiency
- reviewing and approving invoices for payment, preparing payment schedules and administering work registers while efficiently handling ad hoc administrative tasks as needed
- administering the Museum's safety and emergency equipment and security systems, including hardware, software, all safes and keys, cash storage and relevant access P&Ps
- assisting with budgeting and financial tracking, including processing invoices and monitoring expenses
- administering supplies and materials to ensure adequate stock levels for operations and events
- providing administrative support to the Executive Team, maintaining accurate databases and documentation related to Museum projects and initiatives for all stakeholders and administering utilities and services, including water, power, waste, gas, internet and telephones.

3. Administer the AAOD Staff Village

This will be achieved by:

- administering the operations of the Village, including processing applications, co-ordinating inspections, preparing condition reports and arranging maintenance and repairs
- resolving tenant disputes or issues effectively
- administering leases for staff, monitoring rental deposits and preparing tenancy documentation in line with relevant legislation

- conducting entry condition reports at the start of a tenancy and handing the vacate process, including exit inspections
- finalising bond claims and facilitating insurance claims when necessary
- following up on issues identified by routine inspections and
- maintaining detailed and accurate records of all property-related activities.

4. Deliver excellent internal and external customer service

This will be achieved by:

- understanding that everything you do has a customer-service aspect to it, always treating others with respect and always modelling the provision of excellent external and internal customer service
- becoming knowledgeable about the Winton and Central West area and other attractions and answering visitors' questions
- assisting with general communications, ensuring that telephones are answered appropriately and voice mail and email messages are received and responded to promptly
- assisting with social media posts on Facebook and Instagram
- being mindful of the obvious and potential physical and intellectual access requirements of visitors and helping them as required while respecting their dignity and independence
- receiving visitors' and other staff members' concerns, complaints or suggestions positively and referring them to management when appropriate and
- delivering world-class customer service as outlined in the Customer Service Policy & Procedures.

5. Support Museum operations

This will be achieved by:

- presenting monthly reports relating to the day-to-day operations of the Museum and Park to the Museum Management Team
- being aware of and following the Museum's work health and safety requirements, including hazard identification – for visitors, staff and yourself
- adhering to the Museum policies, procedures, writing and other guidelines, house rules and checklists, including the Delegations Policy
- providing a bi-monthly written report to the Board of Directors in the agreed format
- contributing to overall annual operating budgeting, business planning and reporting as required
- assisting with the establishment of performance standards and annual objectives for the role and formally reviewing performance with the Head of Development at least six-monthly
- scheduling social-media posts on Facebook and Instagram
- assisting with the care and maintenance of the Museum buildings, grounds and other assets as required and
- assisting with other duties as agreed, especially during periods of low visitor attendance.

4. Profile of an ideal HR & Office Administrator

The following job competencies, qualifications and experience represent an ideal applicant. **It is recognised that not all candidates will meet all criteria.**

(a) Job competencies

Knowledge

- knowledge of business, human resource and risk administration
- an interest in or knowledge of aspects of natural history and Earth sciences

- an understanding of working in the not-for-profit sector, including with volunteers, donors and other stakeholders
- preferably some knowledge of business operations and visitor attraction-specific practices

Skills and abilities

- well well spoken, well presented, friendly, polite and respectful
- excellent writing, editing and other communications skills
- able to work collaboratively within an enthusiastic team, ranging from first-time employees to experienced managers
- a commitment to customer focus and customer service and able to deliver this at a world-class level
- extremely well organised, efficient and effective and able to handle a large and varied workload with aplomb

Behaviour

- a self-aware caring and co-operative nature
- self-motivated, energetic and enthusiastic in pursuit of agreed goals
- reliable, dependable and honest
- flexible and willing to contribute to a seven-day-a-week roster, including public holidays and weekends, particularly from April to September
- able to work calmly and purposefully in a busy environment
- emotionally intelligent with a professional approach to workplace relationships
- a clear and appropriate communicator; able to hold confidences
- supportive and enabling of other staff members' objectives
- able to receive constructive feedback positively
- willingness to wear the Museum uniform and meet the requirements of the Uniforms Policy & Procedures

(b) Preferred qualifications

- formal qualifications relevant to the responsibilities of the position, in particular, human resource administration (mandatory)
- Working with Children Blue Card (mandatory)
- National Police Clearance (mandatory)
- first-aid and CPR certificates (highly regarded)

(c) Experience

- as an administrator with wide-ranging responsibilities in a not-for-profit organisation, preferably a museum or other cultural institution
- administration of a human resources portfolio (essential)
- business administration and systems management experience (essential)
- administration of a finance portfolio (highly regarded)

Note: as the Museum is located 24km from Winton, the HR & Office Administrator is required to have their own car and a current driving licence.

5. Conditions of employment

Conditions of employment are set out in the standard Australian Age of Dinosaurs Letter of Offer and include a three-month probationary period with formal monthly reviews. The hours can be worked on any day of the week, including weekends and public holidays, with hours

rostered each week. Work will incur the normal hourly rate of pay, except on Sundays when time-and-a-half will apply. Any work on public holidays will be paid at the rate of double time for the hours worked. Any additional hours worked above 38 hours per week will be paid in overtime rates or a time-in-lieu arrangement may be negotiated.

This **HR & Office Administrator** recruitment is for a full-time position (38 hours/week) from 18 November 2024 to 14 October 2025.

Note: this start date is flexible and will be agreed upon with the successful applicant.

The successful applicant may be offered up to two weeks' accommodation at the onsite Maloney Lodge Precinct, at \$15 per day, while they find suitable accommodation in Winton and should be aware that this offer can only be made if a room is available.

The Museum has a limited number of cabins available to fixed-term contract staff at the AAOD Staff Village (78 Manuka Street, Winton). If you are offered AAOD housing, a daily or weekly rate and electricity and telephone arrangements will be agreed upon with you.

Due to the staffing demands of the busy tourist season, annual leave applications are unlikely to be approved for time off from late June to early October, particularly during school holidays.

Comprehensive initial and ongoing training is provided to enhance each staff members communication skills, delivery techniques, dinosaur knowledge and operation of equipment.

6. Remuneration

Museum staff are employed under the Amusement, Events and Recreation Award. The fixed-term HR & Office Administrator position offers an hourly rate of \$43.02 (equivalent to an annual salary of \$85,000), which exceeds the Award rate due to the additional responsibilities outlined in the Job Description. As part of this role, you will be required to work reasonable overtime without additional payment.

A one-time relocation allowance of up to \$1,500 (incl GST) will be paid upon successful completion of a three-month probation period. This will be reimbursed only upon presentation of valid tax receipts for fair and reasonable expenses incurred in your relocation to Winton, including the transport of personal property.

An annual training and development allowance of up to \$2,000 + GST is available, subject to appropriate approvals being obtained, after one year of employment.

Superannuation contributions are made in accordance with legal requirements, currently set at 11.5% of ordinary hours worked.

The full text of the Award can be found on the Fair Work Commission website at <http://www.fwc.gov.au/>

7. Applications

Email applications must include the following:

- a resumé (maximum three pages) detailing two unrelated referees (with names and contact details) who can confidentially assess your suitability for the position
- an Employment Application Form, available on the Museum website's *Employment* page.

- if possible, include a photo, brief video clip or links to these
- one written reference from a previous employer who is not a friend or family member and
- applications will be evaluated based on the criteria outlined in the Job Description. To improve your application, you are encouraged to include a self-assessment related to the key output areas of the role.

Your application, with attached documents, should be marked **Confidential – HR & Office Administrator (fixed term)** and sent to:

Head of Development, Naomi Miles
recruitment@aaod.com.au

This position will remain open until filled.