

# Museum Visitor Experience and Program Officer

<b>DATE:</b>	March 2026
<b>BASIS OF EMPLOYMENT:</b>	Ongoing and part-time
<b>REPORTS TO:</b>	Senior Manager – Museum and Tourism Engagement
<b>SALARY:</b>	
<b>DIRECT REPORTS:</b>	NA

## **ABOUT KARDINIA PARK STADIUM TRUST**

For over 100 years, the Kardinia Park precinct has hosted sporting and entertainment events, including Australian Rules Football, Cricket, Netball, Soccer, Rugby, Swimming, Motocross, and more recently, national and international music acts.

Kardinia Park Stadium Trust exists to inspire moments of connection and joy through sport, entertainment and community activities. We are custodians of GMHBA Stadium - home of Geelong Football Club, Geelong Sports Museum, Geelong Cricket Club rooms, Sports House and Barwon Regional Cricket Centre.

The stadium is a rare asset for a regional city and it is a source of pride for our community. With the completion of the new 14,000-seat Joel Selwood Stand in 2024, GMHBA Stadium can now accommodate 40,000 people, making it the largest stadium outside Melbourne, Sydney, Brisbane, Adelaide and Perth. In 2025, GMHBA Stadium was voted Best Regional Stadium in Australia in the Austadiums Awards, and the stadium has now been voted Best Regional Stadium in six of the seven editions of the awards.

In 2024/25, GMHBA Stadium generated more than \$190 million in social and economic value, 1,200 direct and indirect full-time equivalent jobs for the Victorian economy, and hosted more than 480,000 visitors across 44 on-field events. The stadium was utilised 286 days of the financial year and the playing surface is considered the most utilised in Australia as it home to training sessions for the Geelong Football Club programs. The list of world class events at the stadium saw 190,000 visitors from outside the local region travel to Geelong to experience the elite venue. Within our community program, more than 21,000 local participants took part in five dedicated community events at the stadium.

## **OUR VALUES**

Accountability:	Own your process and stand by your outcome
Care:	Be genuine in your approach, show compassion and be aware of your impact down the line
Collaboration:	Seek diverse input to reach the common goal
Courage:	Be bold, be yourself and have the courage to give and receive feedback
Equity:	Learn and understand from each other and create opportunities
Excellence:	Strive to deliver and operate to a standard of excellence in everything we do
Integrity:	Be authentic and have the best intentions for the Trust.

## OUR BENEFITS

- Employee Assistance Program: Get free confidential support for your mental health.
- Mental and Physical Health Initiatives: Ad hoc events promoting well-being.
- Reward and Recognition: Celebrate your achievements with us.
- Professional Development: Grow your skills with our opportunities.
- Flexible Working: Enjoy genuine flexibility.
- Inclusion and Diversity: Join our inclusive environment.
- Supportive Leadership: Thrive with our guidance.
- A High Performing Culture: You will lead and be led, challenge and be challenged.
- Central Location and free onsite parking: Convenient facilities in the heart of Geelong.
- Brand New Offices: Located in our brand new, state of the art [Joel Selwood Stand](#) at the GMHBA Stadium
- Tickets to events at GMHBA Stadium
- Social Club: We work hard and play hard: At our organisation, we believe in striking the perfect balance between dedication and enjoyment.

Kardinia Park Stadium Trust is an equal opportunity employer, celebrating diversity and a commitment to creating an inclusive environment for all employees.

<https://www.kardiniapark.vic.gov.au/about-the-trust/careers/>

## ABOUT THE ROLE:

As the Museum Visitor Experience and Program Officer at Geelong Sports Museum, you will play a key role in welcoming visitors, ensuring the smooth running of daily museum operations, and supporting the administrative workflow that underpins programs, tours, and events. The role is required to operate the museum with limited weekday supervision and no onsite supervision on Saturdays.

You will greet guests, process ticket sales, coordinate admissions, and keep the museum environment prepared for a positive visitor experience. A significant part of this role involves:

- managing customer enquiries across email, phone, and our ticketing platform.
- coordinating group and school bookings from initial enquiry through to confirmation.
- maintaining accurate records, schedules, and documentation.

You'll also activate and monitor interactive experiences, assist with basic troubleshooting of exhibition technology and POS devices, and escalate technical issues when required. Alongside these duties, you will support the delivery of group visits, tours and school programs by preparing materials and assisting with on-site coordination. Above all, you will provide friendly, consistent customer service that ensures every visitor has a safe and enjoyable experience.

## POSITION RESPONSIBILITIES

### General Museum Support

- Open, close and operate the museum in line with established policies and procedures, including activating interactive experiences and troubleshooting technology issues using the Museum Operating & Maintenance Manual.
- Conduct daily checks of exhibition spaces, display cases, and cabinets for pests, debris, or object movement.
- Greet visitors and deliver high-quality customer service, including ticket sales, point-of-sale operation, and reinforcing terms and conditions of public entry.
- Maintain supplies (consumables, children's activity resources, stationery) and ensure the museum environment is always visitor-ready.

### **Customer enquiries, bookings and administration**

- Manage all incoming customer enquiries across email accounts, phone systems, and the ticketing platform, ensuring timely, consistent, and professional responses.
- Oversee group booking administration, including:
  - Responding to initial enquiries
  - Scheduling and confirming bookings
  - Handling follow-up questions
  - Coordinating invoicing and payment details with the Finance team
- Maintain accurate records, booking notes, schedules, and operational documentation to ensure continuity and smooth weekly workflow.

### **Digital systems and operational tools**

- Confidently navigate and use multiple digital systems including:
  - Ticketing and point-of-sale (POS) platform
  - Internal communication tools (Microsoft Teams)
  - Document and content systems (SharePoint)
  - Phone and enquiry management systems
- Assist with troubleshooting of exhibition technology, POS devices, and visitor-facing interactives, escalating more complex issues to the Senior Manager.

### **Events, tours and programs**

- Support events, tours and program management by creating new products in ticketing system, updating details, and assisting with customer communications.
- Provide administrative and on-the-ground support for group visits, school programs, tours, and add-on experiences, including preparing materials, greeting groups, coordinating spaces, and supporting delivery.
- Assist with exhibition installations, public programs, events, and functions as required.
- Contribute to documentation, reporting, and evaluation as needed.
- The role may be required to support the running of tours from time to time
- The role may be required to supervise volunteers and or other casual staff on an ad hoc basis

### **Storytelling and audience engagement**

- Contribute ideas and support content creation for storytelling, and promotional activities
- Assist with outreach and audience development, including:
  - Calling schools to promote programs and opportunities
  - Supporting email campaigns or follow-ups
  - Helping identify community groups or partners who may benefit from museum engagement
- Provide on-the-floor insights to inform improvements to visitor communication, signage, and programming.

### **OHS RESPONSIBILITIES**

- Ensure a safe and healthy workplace and ensure the fulfilment of KPST 's legislative health and safety obligations.
- Comply with KPST 's Safety Management Framework, its policies and procedures, and instructions given for their safety and health and that of others in adhering to safe work procedures.
- Take reasonable care to ensure their safety and health and that of others and to abide by their duty of care provided for in the legislation.
- Comply with security, emergency management and business continuity plans, policies and procedures.

## REQUIREMENTS

- Prior experience in a similar arts, culture, tourism or hospitality role preferred but not essential.
- Excellent customer service skills
- Sound written and verbal communication skills including ability to speak to a group and lead a tour at times.
- Attention to detail, data entry skills.
- Safe manual handling; some lifting required.
- Willingness to learn Geelong sporting history.
- Ability to work collaboratively in a team, and independently with limited or no supervision
- Experience reading and comprehending instructions, checklists, and documentation.
- Must be able to maintain composure and follow safety and security, emergency management procedures
- Must be able to work Saturdays.
- Satisfactory Working with Children Check
- Satisfactory Police Check
- Emergency Warden certification (training course provided by KPST)

## REPORTING RELATIONSHIPS

### Functional Reporting:

- Senior Manager – Museum and Tourism Engagement.

## LOCATION

This position will be based at Kardinia Park in Geelong, Victoria.

## OTHER RELEVANT INFORMATION

- The successful applicant will be required to provide evidence of their right to work in Australia e.g., tax file number, copy of Birth Certificate or Passport and Visa;
- A National Police Check will be required throughout your employment with KPST;
- Due to the nature of the role and the industry, after-hours work including evenings and weekends may be required.

## CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

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**Immediate Manager:**

**Position:**

**PD Approval Date:**

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I have read and understood this position description and in signing this document agree that I am capable of fulfilling all of the requirements of the position described in this document, which forms part of my employment contract.

Additionally, I agree to notify KPST Management immediately of any change in my capacity to meet the inherent requirements outlined in this position description, such as changes in:

- Drivers license status (where applicable to role);

- Police Check status;
- Working with Children Check status;
- Capacity to fulfil inherent requirements of the role.

**Employee Name:**

**Position Title:**

**Signature:**

**Date Signed:**

### **Privacy Statement**

*Making an application for this position requires that you consent to the collection, use, storage and destruction of personal information, including details of your referees. This information will assist us to select the best applicant for the vacant position. At all times during the recruitment and selection process, personal data will be treated in a highly confidential manner. Documents will only be available to members of the selection committee for the purposes of selecting the best person for the position. All unsuccessful applicants' documentation will be destroyed three (3) months after the end of the recruitment process. Please do not send the originals of documentation with your application, as they will be destroyed. Successful applicant details become employment-related information and will be placed on the successful applicant's Personal File. The Kardinia Park Stadium Trust may release this personal information to third parties such as the superannuation providers, Victorian WorkCover and Centrelink for employment related purposes*

### **Child Safe Statement**

*Kardinia Park Stadium Trust is strongly committed to the safety and well-being of all children within our venue. We create and maintain a child safe environment. The welfare of children is a top priority, and we have zero tolerance for child abuse.*

### **Pre-Employment Screening Statement**

*Please note successful applicants will be required to undertake a pre-employment screening. This includes but not limited to a national police check and working with children check. Kardinia Park Stadium Trust may withdraw an employment offer in the event of an unsatisfactory screening result.*

### **Diversity and Inclusion Statement**

*Kardinia Park Stadium Trust is an equal opportunity employer and encourages individuals of diverse backgrounds including but not limited to those from Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse communities or applicants with a lived experience of disability to apply.*

### **Disclaimer**

*It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role. Changes to position description will be consistent with the purpose for which the position was established.*