# Role Description

# Visitor Services Officer

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| **Role Description Fields** | **Details** |
| **Cluster** | **Department of Planning ,Housing and Infrastructure** |
| **Department/Agency** | **Planning ,Housing and Infrastructure** |
| **Division/Branch/Unit** | **Botanic Gardens of Sydney /Experiences Partnerships & Engagement** |
| **Role number** | **Generic** |
| **Classification/Grade/Band** | **Clerk Grade 1/2** |
| **ANZSCO Code** | **541211** |
| **PCAT Code** | **1119192** |
| **Date of Approval** | **October 2024 (updated from 29 June 2022; August 2023)** |
| **Agency Website** | **www.botanicgardens.org.au** |

## Agency overview

# Botanic Gardens of Sydney is the organisation working on behalf of the Royal Botanic Gardens and Domain Trust, which is established under the Royal Botanic Gardens and Domain Trust Act 1980.

# The organisation encompasses Australia’s premier botanical research institute, Sydney’s leading outdoor live entertainment and activation precinct, and three world-leading botanic gardens and international tourism destinations.

# As Australia’s oldest scientific institution, Botanic Gardens of Sydney are custodians of more than $1.2 billion in state significant cultural, heritage and botanical collections.  The Gardens are a leading entity within the NSW tourism sector with a focus on engaging international, national, and regional visitors.

# Our key pillars:

* **Australian Institute of Botanical Science:** Australia’s premier botanical research institute encompassing the education, science, conservation and collections of the Botanic Gardens.
* **The Domain:** Sydney’s leading outdoor live entertainment and activation precinct
* **Royal Botanic Garden Sydney:** One of Australia’s most-visited international tourist attractions and Australia’s oldest scientific institution.
* **Australian Botanic Garden Mount Annan:** The emerging flagship campus of the Australian Institute of Botanical Science – home of the National Herbarium of New South Wales and the Australian PlantBank
* **Blue Mountains Botanic Garden Mount Tomah:** Australia’s highest cool-climate Botanic Garden within a World Heritage Area

## Primary purpose of the role

Promote a positive image of the Gardens and return visitation by being professional and customer focused, whilst providing visitor information, site reception services, event management assistance, processing enquiries bookings, data collection and reconciliation of fees and retail sales, and promoting all activities the Gardens has to offer to assist the Events Venues team in reaching visitation, sales and venue hire targets.  
Assist in the delivery of high-quality customer service, ensuring effective and efficient methodology, quality standards, procedures and documentation to satisfy customer requirements and promote a positive image of Botanic Gardens.

## Key accountabilities

* Provide assistance to clients and visitors, including attending to enquiries in person, over the counter, on phone and social media, to capitalise on opportunities that enhance visitor experience and knowledge of Botanic Gardens products and services.
* Undertake sales of merchandise, Venue Hire and tickets including the receipting of money collected, in accordance with policies and procedures.
* Operate communication systems, including online booking, radio base station, telephone switchboard, and telephone directories, to ensure effective communication across the venue or site.
* Participate in the development, implementation, and ongoing review of procedures and protocols to provide an improved service.
* Provide timely and efficient administrative support to the manager as directed, including the provision of accurate visitor attendance records; sales and financial analysis for reports; responses to visitor services enquiries; data collection and analysis; administrative and operational support and general records management to inform decision making for all Trust sites.
* Manage low scale/impact events on site at the Calyx.
* Undertake related duties, including venue site visits with potential Hirers, general area presentation, security of reception areas and the visitor centres, receipt and dispatch of mail and deliveries, administering visitor permits and security passes, in accordance with policies and procedures.
* Support implementation and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as following procedures to manage and minimise risks across the Botanic Gardens.

## Key challenges

* Satisfying visitor needs and dealing with customer issues and complaints that may arise on a day-today basis given that there may be limited supervision in the role and a high volume of enquiries and visitors.
* Maintaining an up to date knowledge of staff and functions as well as knowledge of the activities, facilities and services offered by the Botanic Gardens to effectively deal with enquiries.

## Key relationships

**Internal**

|  |  |
| --- | --- |
| Who | Why |
| Manager | * Escalate issues, keep informed, advise and receive instructions. |
| Key staff | * Respond to requests and provide advice and information. |

**External**

|  |  |
| --- | --- |
| Who | Why |
| Customers and clients | * Respond to requests, conduct transactions. * Provide information about services, facilities, activities and events. |
| Venue Licensee | * Contribute to a client-focused approach to service delivery. |

## Role dimensions

### Decision making

This role often works alone without direct supervision and is required to show initiative and solve problems in order to satisfy visitor needs and deal with problems/complaints on a day-to-day basis. The role will refer difficult or complex issues to the manager where it is appropriate.

### Reporting line

This role will report directly to a senior member of the Events and Venues team responsible for managing customer services at the assigned venue or site.

### Direct reports

Nil

### Budget/Expenditure

Nil

## **Key knowledge and experience**

* Experience in a retail environment, including cash handling procedures, using digital booking software and dealing with customer enquiries in a reception or frontline service area
* Experience in event management
* Experience in financial administration, including preparing purchase orders using a financial software system.
* Experience with a high-volume switchboard and a radio base station

## Essential requirements

* Ability to work outside of normal working hours and on weekends if required.
* Current driver’s licence

**Capabilities for the role**

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

## Focus capabilities

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| --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| personal-attributes | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | Be willing to develop and apply new skills  Show commitment to completing assigned work activities  Look for opportunities to learn and develop  Reflect on feedback from colleagues and stakeholders | Foundational |
| relationships | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | Focus on key points and speak in plain English  Clearly explain and present ideas and arguments  Listen to others to gain an understanding and ask appropriate, respectful questions  Promote the use of inclusive language and assist others to adjust where necessary  Monitor own and others’ non-verbal cues and adapt where necessary  Write and prepare material that is well structured and easy to follow  Communicate routine technical information clearly | Intermediate |
| results | **Demonstrate Accountability**  Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Take responsibility for own actions  Be aware of delegations and act within authority levels  Be aware of team goals and their impact on work tasks  Follow safe work practices and take reasonable care of own and others’ health and safety  Escalate issues when these are identified  Follow government and organisational record-keeping requirements | Foundational |
| business-enablers | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks  Use available technology to improve individual performance and effectiveness  Make effective use of records, information and knowledge management functions and systems  Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | Intermediate |

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role are not relevant for recruitment purposes however may be relevant for future career development.

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| --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| personal-attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
| personal-attributes | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Foundational |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Foundational |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Foundational |
| relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| results | Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Foundational |
| business-enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| business-enablers | Project Management | Understand and apply effective planning, coordination and control methods | Foundational |