



Role Description

Role title	Visitor Services Officer	Contact	Damien De Groot
Status	Casual	Telephone	0422 114 305
Attendance Basis	Casual	Lodging an application:	N/A
Work Unit	The Edge		
Program	Office of the State Librarian	Mail/Deliver	Damien De Groot A/General Manager The Edge, State Library of QLD, PO Box 3488, South Brisbane. QLD. 4101.
Location	South Bank		
Classification	OO2		
Hourly Rate	\$26.84 - \$28.83		
Total remuneration	N/A		
Closing date	5pm, Monday, 12 December, 2011	Email	damien.degroot@slq.qld.gov.au

About State Library

The State Library has been enriching the lives of Queenslanders for more than a century. We are the primary custodian of Queensland's documentary heritage and a significant partner with local government to provide library services for more than 340 public libraries and Indigenous Knowledge Centres throughout Queensland.

We are committed to fostering creative thinking and sharing knowledge to generate an empowered and progressive society. To achieve our vision, enriching the lives of Queenslanders, we focus on delivering three outcomes:

- expanding Queensland memory
- extending access and participation
- fostering learning and literacy.

As we shift to a digital world with a culture of open information and user created content, our role has expanded. While SLQ still documents the story of Queensland and provides access to reference material, the focus has shifted towards engaging the community with these collections through a dynamic and vibrant program which pushes the boundaries of its role in the community.

Alongside this runs innovative projects such as our growing network of Indigenous Knowledge Centres, that is helping to preserve Aboriginal and Torres Strait Islander knowledge and culture. We are also promoting creativity and collaboration through The Edge, the Asia-Pacific Design Library and A State of Writing in collaboration with organisations across Queensland.

The work unit

The Edge at the State Library of Queensland is a centre for creativity, innovation and enterprise across art, science and technology. The Edge is particularly interested in exploring the notion of technology as an enabler for building the capacity of our community to collaborate, and to meaningfully engage with each other and with the space (place and platform). The Edge's ethos is to advance the progression of technology-related programming developed *for, with* and *by* young people.

The Edge is an initiative of the Queensland Government delivered through the State Library of Queensland and a cornerstone of arts, culture + me, the Queensland Government's Children and Young People in the Arts Action Plan 2008-2011. The Edge and associated programmes are specifically designed to capture audiences and participation from Queensland's 15 to 25 year olds; its target audience is both local and global. The Edge aims to foster the development of entrepreneurs, artists, technologists, thinkers, writers and designers through a variety of workshops, think tanks, open labs, rigorous outreach, committed partners and a strong collaboratively driven curatorial vision.

Situated at South Bank on the Brisbane River, the building is a multi-platform space, equipped with cutting edge production tools for collaborative content production in sound, media, and image. The Edge is productive and sustainable – active and responsive – as it connects to and shares its activities with the world.

About the job

As the Visitor Services Officer, your key objective is to engage our target market within the space and encourage use of the facilities. You will be required to ensure the front-of-house operations of The Edge operate efficiently and seamlessly. This includes sign-up for new patrons, assisting members in the Mac Lab, making coffees for our users and assisting setup/packdown of events and workshops. You are the first point of contact with The Edge patrons.

Your positive visitor experience with the public, partners and staff will assist The Edge to achieve success with delivering programs and enhance the reputation of The Edge.

Your skills assisting clients in busy and contemporary spaces will be complemented by your understanding of The Edge's policies and procedures and your ability to communicate with a diverse range of people.

Duties and responsibilities include:

- Provide a superior visitor service experience to clients by actively engaging with our target market.
- Assist new members with sign up and navigation of The Edge physical and online spaces.

- Facilitate the space bookings and assist with workshop registrations and payments.
- Provide retail and barista services at The Edge Coffee Stop, including Point of Sale (POS) operation and daily reconciliation.
- Monitor Coffee Stop stock and communicate requirements to the Visitor Services Coordinator.
- Assist setup, reset and packdown for events in regards to chairs, tables, staging, signage, etc.
- Maintain a very high standard of cleanliness, presentation and safety of the venue.
- Provide basic technical support to clients.
- Discretely monitor the conduct of public within the space and address any inappropriate behaviour according to SLQ policy and procedures.
- Maintain understanding of all relevant policies and procedures relating to The Edge especially pertaining to Code of Conduct, Manual Handling, and Children and Young People.
- Additional duties supporting The Edge operations as requested by supervisors / managers.

Are you the right person for the job?

To be successful in this role you will be able to demonstrate the following capabilities as they apply to the responsibilities of the role:

Supports strategic direction – Show judgement, intelligence and commonsense. Demonstrate initiative to resolve operational issues and create an enriched customer experience.

Achieves results – Proven responsibility to achieve positive results. Ability to work independently and complete tasks within agreed priorities with supervisor.

Supports productive working relationships - You nurture internal and external relationships to build positive relations with team members and clients creating a positive visitor experience. You can respond confidently and rapidly to changes in client needs and expectations at the venue.

Displays personal drive and integrity - Promote and adopt a positive and balanced approach to work. Strong ability to use initiative and achieve objectives even in difficult situations dealing with the public and competing demands.

Communicates with influence – Negotiate confidently. Listen to and consider different ideas and discuss issues with staff and clients thoughtfully to achieve a positive outcome.

Technical – Basic understanding of digital media software and audio visual systems to provide support to The Edge users.

Please note:

These are the assessment criteria against which your suitability to the position will be assessed. You will need to address some or all of the above in your job application. Please refer to the "Interested?" section for specific details of the application requirements for this role.

Reporting relationships

This position reports to the Event and Visitor Services Coordinator.

Your working life

You will work in an organisation that values engagement, growth and learning, workforce diversity and a balance between work and life commitments. You will be supported and respected as an individual, and will benefit from a range of flexible work options, be expected to participate in professional development opportunities, and have access to an employee assistance program, and state-of-the art facilities and technology.

Some additional information

- You will need to be flexible as this role will involve work outside the normal hours of State Library, including evenings, weekends and public holidays.
- This position may require physical moving, bending, standing and lifting of materials and equipment.
- Queensland Government Employment Screening provisions require the recommended applicant for this role undertake a "working with children/Blue Card check" as part of legislated employment screening processes. Further details regarding this check may be obtained by accessing Commission for Children and Young People and Child Guardian (CCYPCG) website: <http://www.bluecard.qld.gov.au/> . Confirmation of employment is conditional upon the recommended applicant being issued with a Blue Card from the CCYPCG.
- As the State Library has a public interface, it is important that you always maintain a professional standard of dress.
- Your application to this role will remain current for 12 months and may be considered for recurring vacancies which may be at an alternative location or alternative employment basis (full time or part time).
- On appointment to this position a probationary period may apply in accordance with Section 126 of the *Public Service Act 2008*.
- The State Library is a smoke-free work environment. A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicles.
- All newly appointed employees to the Queensland public sector must disclose any previous employment as a lobbyist within the last two years.

Interested?

To be considered for this role, please provide the following information to the selection panel for assessment of your suitability:

- Your current résumé, including two (2) referees from the last two years who have a thorough knowledge of your work performance and conduct. Please ensure that one of the referees is your current or immediate past supervisor.
- A brief one page statement outlining your suitability for this position which separately addresses each of the assessment criteria outlined under 'Are you the right person for the job?'
- Want to know more? Visit The Edge's website at www.edgeqld.org.au

Organisational Chart

The Edge organisational chart follows.

A full organisational chart can be found on the State Library website, at <http://www.slq.qld.gov.au/about/who/orgchart>

Organisational Chart

THE EDGE staff structure

