



Position Description

Waltzing Matilda Centre Operations Manager

Applications Close:
9.0am on 9 June 2025

Position Title Waltzing Matilda Centre Operations Manager
Position Number CS10349
Department Office of the CEO
Classification QLGIA Award and Winton EBA 2023 – Stream A Level 7 - \$103,314.12 per annum
Terms of Employment Full time

Supporting documents

Employee Code of Conduct

Workplace Health & Safety Responsibilities

Winton Shire Council Drug and Alcohol Policy

Organisational environment

Winton Shire Council's Mission Statement is:

"Through meaningful engagement, implement a range of strategies that cater to people from all walks of life, our community needs and aim to enrich our lifestyle and preserve our heritage".

Winton Shire Council's Vision is:

"To grow our community and explore exciting, new and innovative opportunities which will retain existing and attract new people with whom we can share our unique lifestyle and rich heritage".

Winton Shire Council's Corporate Values are:

Accountability:

The ethical concept associated with responsibility, enforcement, blameworthiness, transparent process, liability, and other terms associated with being answerable for the trust that is bestowed by those whom we serve.

Effectiveness:

The idea of carrying out a program or process that is entirely adequate to accomplish the purpose that has been identified as a goal or aspiration.

Efficiency:

The concept that in the process of pursuing or effecting any program, procedures, or task where all wastage is minimised.

Sustainability:

Is the capacity to maintain a certain process or state indefinitely? When applied in an economic context, a business is sustainable if it has accepted its practices for the use of renewable resources and is accountable for the environmental impact of its activities.

Meaningful Community Engagement:

Encompasses the principle of seeking the views and opinions of the Community. This is to be through an effective committee system and public consultation process as part of Council's decision making methodology.

Good Governance:

This describes the process of decision-making and the process by which decisions are implemented (or not implemented), hereby, public institutions conduct public affairs, manage public resources, and guarantee the realisation of human rights. Good governance accomplishes this in a manner essentially free of abuse and corruption and with due regard for the rule of law.

Ethical and Legal Behaviour:

Ethical behaviour is characterised by honesty, fairness, and equity in all interpersonal relationships. Ethical behaviour respects the dignity, diversity and rights of individuals and groups of people. When coupled with legal behaviours there is an expectation that there will be a penalty for conduct that breaches any law statute or regulation.

Organisational relationships

Reports to:

Chief Executive Officer

Supervision of:

Visitor Information Coordinator,
Exhibition Coordinator/Supervisor,
Hospitality Supervisor.

Internal Liaisons

Winton Shire Council Councillors, Executive team, Employees and Council Departments as required.

External liaisons

Federal and state Government agencies, business operators and business representatives, industry organisations, members of the community, residents and rate payers, visitors.

Position objectives

The purpose and function of this position is to:

Coordinate and oversee the day-to-day public-facing operations of the Waltzing Matilda Centre Visitor Information Centre, Museum and Gallery.

Ensure the delivery of exceptional and professional customer service across various programs, exhibitions, shop and operations to ensure a consistent and first-rate experience.

Provide leadership, guidance and appropriate coaching to a diverse team ensuring they are equipped with the knowledge and skills to fulfil their role as a high-performing team delivering excellence in customer service

Undertake operational processes and procedures to support smooth, safe and efficient delivery of day-to-day operations, front-facing site management, stock and merchandise identification and purchasing, visitor services, team training, contractor management, data collection and accurate reporting, cash handling, invoicing and reconciliations, and cross-department communication.

Coordinate the ongoing performance management of the team of Visitor Experience Officers, including carrying out performance reviews, setting objectives, providing timely feedback, and implementing development plans where appropriate.

Development and implementation of strategy, systems and processes, and engagement initiatives to improve operations, strengthen audience/ visitor engagement, and grow earned revenue

Work closely with the Visitor Information Centre Coordinator to develop and implement engagement initiatives to strengthen audience/ visitor engagement including visitor centric approaches, audience research and outreach. Coordinate all aspects of the shop (in-store and online) including merchandise, distribution of catalogues and merchandise, maintain stock and records for sales, ensure the point of sale (POS) system is maintained and operating.

Deliver staff training to develop the team's abilities and creating an environment of continual growth and development.

Take responsibility for staff training in retail operations in the shop, including processing sales using point-of-service systems (including online transactions shop visual merchandising, Stock orders, cash handling, and general shop maintenance.

Collaborate with the broader team to drive sales, manage inventory and optimise retail space.

Work closely with stakeholders including the Winton Historical Society, businesses and community across all areas of the Centre's operations to ensure high quality and engaging interpretive displays and visitor information accurately reflects and promotes the region.

Ensure smooth delivery of the Tuckerbox Café operations which forms a part of the centre attractions and amenities.

Organisational commitment

Corporate

All Local Government employees are required to comply with relevant Acts and regulations, Council's policies and procedures as amended from time to time.

Confidentiality and improper use of information

All Council documents and information are treated with complete confidentiality. Information gained during employment with Local Government must not be used to gain advantage, or to cause detriment to the Local Government.

Continuous quality improvement

All employees are encouraged to embrace the concept of Continuous Quality Improvement (CQI) within the workplace. This will encourage creativity and innovation and identify and implement improved ways of doing things through this structured process.

Workplace Health and Safety

All employees have a duty under the *Workplace Health and Safety Act 2011* Section 28.

Directors/General Managers/Managers Responsibilities include:

1. Provide adequate resources and support for the promotion of Council WHS Management System and ongoing effective management of the WHS Management System Plan
2. Involvement in the development of health and safety objectives, targets, performance indicators and action plans.
3. Assisting responsibility to ensure objectives, targets and plans.
4. Monitoring the progress of health and safety objectives, targets and plans.
5. Providing support and authority to supervisors to ensure they are able to meet their 'duties' in accordance with the requirements of the WHS legislations, plans, policies and procedures.
6. Attending WHS committee meetings as required.
7. Participation in site safety observations and investigations.
8. Ensuring all contractors engaged provide documented evidence of safe systems of work before being engaged to perform work.
9. Ensuring that suppliers provide products in accordance with any legislative requirements (e.g. Australian Standards or Codes of Practice).
10. Implementing and monitoring consultative arrangements for management of WHS within the Directorate, in particular team meetings, WHS Representative meetings, within the Directorate, in particular team meetings, WHS Representative meetings, WHS committee meetings and discussing WHS at management meetings.

11. Supporting workers in stopping work where there is imminent risk of injury and notifying relevant senior management members and the corporate safety team.

Qualifications/Licences/Tickets required

- Hold and maintain a “C” Class Manual driver’s licence with the ability to drive in rural and remote locations.

Additional requirements and working conditions

The following requirements and working conditions will be necessary in this role:

- Undertake internal/external training, which may at times be outside of normal work hours.
- The Council Employee Code of Conduct applies to this position.
- Travel within the Shire may be required of this position, Council will supply a vehicle for business use only.
- Work duties outside normal business hours may be required from time-to-time of this position.

Statement of key responsibilities and duties

The following key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council’s operational, corporate plans and strategies.

The key responsibilities of the position include:

- Implement a strategic business plan, policies, and procedures for the WMC.
- Understand the Winton Shire Council’s economic development goals and associated actions, participate and investigate ways to build the Waltzing Matilda Centre’s footprint as a premier place to visit improving the Shire’s capacity to contribute positively to the economic future and quality of life for residents.
- Demonstrate professional leadership and behaviour based on transparency, integrity, respect and commitment to the values, operating principles, and behaviours of Winton Shire Council.
- Ensure that all policies, procedures, and work practices are implemented and adhered to in relation to human resource management, risk management and work health and safety obligations.
- Contribute to the continuous improvement of Council’s plans, policies, and procedures.
- Excellent written and verbal communication skills and demonstrated ability to prepare presentations, Council documents and reports.
- Any other duties as directed by the CEO and relevant to the position and within the capabilities of the Waltzing Matilda Centre Operations Manager.

Key selection criteria

The applicant's suitability for this role will be assessed against the following competencies:

SC1: A thorough understanding of the tourism industry including customer service, business to business collaboration and engagement, marketing and promotion.

SC2: A strong understanding of the drivers of commercial, retail, and tourism operations/investment and the factors that influence business location and investment decisions.

SC3: Management and supervisory experience with the ability to lead, mentor, inspire and motivate a team of professional staff.

SC4: Demonstrated excellence in customer service in a tourism environment leading a small team that is the focal point for visitor services and/or a flagship visitor attraction..

SC5: Well-developed personal attributes and interpersonal skills, including communication, presentation, problem solving, negotiation and conflict resolution.

SC6: Excellent written and verbal communication skills and demonstrated ability to prepare documents, reports and briefing papers.

Other relevant information

- The selected applicant will be subject to a criminal history check – undertaken and paid for by Council.
- This position will be subject to a minimum probationary period of three (3) months. The applicant's employment will undergo a review at the end of the probationary period and a recommendation will be made to the Chief Executive Officer regarding permanent employment in the position.
- The selected applicant may be required to provide Winton Shire Council with a recent photograph of the person, at the time of the person's induction, for the purpose of creating a Winton Shire Council Employee Identity Card. Under (s138A) of the Queensland Local Government Act 2009 the employee has a legal obligation to hand any such identity card/s back to the employer within twenty-one days of termination of employment, unless the employee has a reasonable excuse.

In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.

Authorisation

(This section to be completed with the successful applicant upon completion of the recruitment process)

By signing this authorisation, the successful applicant acknowledges that they have read this Position Description and understand the responsibilities associated with the position.

I,

accept the position of Waltzing Matilda Centre Operations Manager with the Winton Shire Council and the details as outlined in the Position Description.

I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

Signature:

Date

Recruitment process

Candidates should lodge their applications in accordance with the directions outlined in “How to Apply for the Position” below.

How to apply for the position

We invite you to lodge a formal application which MUST include a:

- **Resume,**
- **Cover letter, and**
- **Response to the Selection Criteria**

Completed applications are to be forwarded to: jobs@winton.qld.gov.au

Shortlisting and interviews

The Shortlisting of all applicants will be undertaken by a Selection Panel within five (5) working days after receipt of a completed suitable application. Interviews may be conducted face to face, or via video-conferencing or tele-conferencing, depending on the location of candidates and the technology available at the time.

Further information

For further information in relation to this position please contact Winton Shire Council, on 07 4657 2666.