

Position description

Title:	EDUCATION OFFICER
Group/Branch:	Visitor Experience
Status:	Casual
Location:	Emerald Lakeside
Reports to:	Education Coordinator
Direct Reports:	Nil
Hours/Days of Work:	As rostered
Requirements	<p>Current Victorian Working with Children Check (WWCC)</p> <p>Resolved National Criminal History Check and periodic checks as per policy</p> <p>Completed Category 3 National Standard for Helath Assessment of Rail Safety Workers</p>

Job Purpose

This position involves planning, preparing and delivering school curriculum programs with a strong focus on visitor experiences and liaisons.

Key Duties & Responsibilities

- Plan, prepare and deliver high quality education programs.
- Provide high quality information and assistance to educational institutions, teachers and student groups.
- Assist with administration duties, program bookings and visitor liaisons, ensuring that all enquiries are managed to a high standard.
- Attending and participating in learning and development activities, meetings and maintaining up to date knowledge of activities and events occurring with the Puffing Billy Railway
- Adhere to all company values, principals, policies and procedures.
- Promoting and respecting the practices of equal opportunity, diversity and equity in all the interactions at Puffing Billy Railway, includes internal and external (visitors, contractors and volunteer) groups.
- Meeting organisational standards in relation to quantity and quality of work performed on an ongoing basis, in a manner that is in compliance with, all of Puffing Billy Railway policies, procedures and code of conduct.
- May have direct contact with children and will be required to follow all appropriate policies
- Maintain a Child Safe environment including reporting responsibilities and procedures
- Will actively participate in continuous improvement – learning and development programs and performance management programs
- Maintain behaviours in line with company values and adhere to all company values, principles, policies and procedures
- Other tasks and duties as requested

Key Competencies

- Previous experience in planning, preparing and delivering educational activities and programs.
- High level administration skills. Ability to manage all enquires in an efficient and effective manner.



- Advanced level of computer and information technology skills.
- Previous experience in use of Microsoft Office (word, excel, power point, outlook).
- Well-developed communication and customer service skills and the ability to develop positive working relationships.
- High level of organisational skills and the ability to prioritise work.
- Positive attitude and work ethic in a fast-paced working environment.
- An enthusiastic and approachable personality.
- Self-motivated and ability to work independently and take initiative.

Qualifications & Experience Required

- Relevant qualifications in Education and/or Interpretation and/or education/tourism industry experience.
- Previous experience in working in the education and interpretation/tourism industry.
- Victorian Institute of Teaching registration preferred
- Current First Aid Certificate – Level 2
- A current driver licence

Key Relationships

- PBR staff, volunteers, and visitors.
- Schools and education institutions
- External stakeholders including elected officers and senior management in public and private organisations.

Health & Safety

Employees have a responsibility to:

- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
- To report any injury, hazard or illness immediately, where practical to their supervisor.
- Not place others at risk by any act or omission.
- Not wilfully or recklessly interfere with safety equipment.

The following health and safety factors are relevant to this position

Frequent (occurs 1/3-2/3 of time)	Constant (occurs 2/3+ of time)
<ul style="list-style-type: none"> • Manual handling task (0 – 10kg) • Gripping, holding, clasping with fingers/hands. • Standing/sitting at workstation 	<ul style="list-style-type: none"> • Hand/arm movement i.e. clasping, reaching. • Walking on uneven surfaces, slippery, uneven, moving (train) surfaces • Responsibility for the safety of others.

Additional Notes

- Some weekends and public holiday work may be required on rostered basis:



- As Puffing Billy Railway’s peak time is during the Victorian school holiday period, taking leave during school holidays is limited
- Puffing Billy Railway is a child-safe organisation. All employees and volunteers are required to undergo a National Police Check, a Working with Children Check and sign our Child Safety and Wellbeing Policy and Child Safe and Wellbeing Code of Conduct.
- PBR is a zero drug and alcohol workplace – workplace participants maybe subject to unannounced drug and alcohol testing

Acknowledgment

I have read and understood the above position description and I agree to undertake the duties outlined. I declare that I have no health, medical or other restrictions that would affect my ability or capacity to undertake these duties in a safe manner.

Employee Name		Employee Signature		Date	
---------------	--	--------------------	--	------	--

Approved By:	Group Manager Visitor Experience	Date:	June 2024
Last Updated By:	People and Culture	Date:	June 2024



Puffing Billy Railway’s staff and volunteers are committed to providing positive experiences for children in an environment that is caring, nurturing and safe.

Our Children, Our Focus, Our Future, Speak Up!