



Position description

Title:	Education Officer
Branch/Department:	Visitor Experience
Status:	Full Time or Part Time
Location:	Emerald Based – although requirement to work along the rail corridor
Reports to:	Group Manager Visitor Experience
Direct Reports:	Nil – provide supervision to volunteers
Hours/Days of Work:	As rostered – Mainly Monday to Friday 9.00am to 5.00pm
Requirements:	Current Victorian Working with Children Check (WWCC) Resolved National Criminal History Check and participation in periodic checks Completed a National Transport Commission Category 3 Health Assessment Medical

Job Purpose

The role of Education Officer will be planning, developing and delivering school curriculum programs and interpretation materials. You will also manage program enquiries growing interest in Puffing Billy Railway (PBR) products and services in the educational market.

Key Duties & Responsibilities

- Plan, prepare and deliver high quality interpretation and education programs.
- Provide high quality information and assistance to educational institutions, teachers, tour operators and groups.
- Prepare and distribute high quality interpretation at events, conferences, community programs and festivals.
- Maintain existing partnerships and grant obligations and seek new opportunities.
- Undertake administration duties, program bookings and visitor liaisons, ensuring that all enquiries are managed to a high standard.
- Develop and deliver educational packages, promotional materials, staff resources and training.
- Prepare and present reports with regards to partnerships and grants focused on the organisations strategic goals
- 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 preparing and delivering interpretation and educational activities, programs and tours.
- High level of administration skills. Ability to manage all enquires and bookings in an efficient and effective manner.
- Advanced level of computer and information technology skills including 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 tertiary 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
- Experience working in a voluntary environment looked upon favourably
- First Aid qualification (level 2) desired
- A current drivers licence
- An understanding of Puffing Billy's history and current business desirable.

Key Relationships

- PBR staff, volunteers and visitors
- External stakeholders including elected officers and senior management in public and private organisations and partners

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 – 9kg) • Gripping, holding, clasping with fingers/hands 	<ul style="list-style-type: none"> • Hand/arm movement i.e. stacking, reaching, typing and sorting • Walking on uneven surfaces • Sitting at workstation • Responsibility for the safety of others

Additional Notes

- Some weekends and public holiday work will 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 Safe Policy and Child Safe 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:	Peter Abbott	Date:	May 2021
Last Updated By:	Nicoleta Giurgiu	Date:	May 2021



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!