



Position Description

<u>POSITION TITLE:</u>	Mine Tour Guide – Class 1
<u>LOCATION:</u>	Central Deborah Gold Mine
<u>EMPLOYMENT STATUS:</u>	Casual
<u>CLASSIFICATION:</u>	Grade 2
<u>REPORTS TO:</u>	Mine Manager
<u>REVIEWED:</u>	September 2019

OUR ORGANISATION

Bendigo Heritage Attractions (BHA) is responsible for managing, maintaining and promoting three of Bendigo's most significant heritage assets, including Central Deborah Gold Mine, Bendigo Tramways and the Bendigo Joss House Temple.

The Board, management, employees and volunteers at BHA are passionate about preserving and sharing the fascinating stories of each of these authentic attractions with the many thousands of visitors – from all over Australia and the world – who visit Bendigo each year.

The nature of our business also requires that we maintain numerous rare skills within the areas of heritage vehicle restoration and heritage mine maintenance. As a result, BHA is well known as specialists in these fields.

Bendigo Heritage Attractions is the trading name for The Bendigo Trust, a not-for-profit organisation formed in 1970.

OUR VISION

To be the most inspiring heritage story in Australia.

OUR MISSION

We will preserve, showcase and operate living heritage assets which enrich Bendigo's cultural soul.

OUR ATTRIBUTES AND PRINCIPLES



PRIMARY OBJECTIVE

The primary objective of the Mine Tour Guide is to present informative and engaging Mine Experience tours to a range of visitors and provide the history of mining in Bendigo.

KEY RESPONSIBILITIES & DUTIES

- Conduct underground “Mine Experience” mine tours for public and group tours in the time frame determined for the tour
- Conduct organised tours of the surface and at other times engage with visitors on the surface area by explaining and demonstrating exhibits
- Maintain a professional, appealing presentation and accurate information for each mine tour
- Develop a comprehensive knowledge of the Central Deborah Mine and a good knowledge of other mining and history in Bendigo
- Current knowledge of open and lock-up procedures
- Regularly review and update mine tour presentation to maintain accuracy and freshness
- Other duties within training and competencies as required.

SKILLS AND ATTRIBUTES

1. Excellent English verbal communication skills
2. Strong ability to communicate relevant information to a range of ages in an interesting and engaging manner
3. Ability to control and lead groups of people
4. Ability to develop rapport with a range of people
5. A genuine interest in mining in Bendigo and local history
6. Fluency in a second language other than English will be an advantage.

SPECIAL REQUIREMENTS

- Alimak Lift Ticket (training provided)
- Level 2 First Aid Certificate (training provided)
- Current emergency procedure and equipment training (training provided)

NATURE OF THE WORK

In this position the majority of the time will be taken up being on one's feet conducting underground and surface tours and speaking to tour groups. A good level of fitness is necessary. During tours there is no opportunity for sitting down or resting. Guides need to be able to climb the ladders to exit the mine in the event that the Alimak lift fails and the Winder is not available.

PRE-EXISTING MEDICAL CONDITIONS

The nature of the work involved in this position has been outlined in this Position Description (and will be at the interview). Prospective employees for this position are requested to disclose any pre-existing injury or disease of which they are aware which they could reasonably be expected to foresee could be affected by the nature of the work involved.

If a worker fails to disclose, or makes a false or misleading disclosure, any recurrence, aggravation, acceleration, exacerbation or deterioration of the pre-existing injury or disease arising out of or in the course of or due to the nature of employment with the employer does not entitle the worker to compensation under the Act. (Accident Compensation Act 1985 - Part IV, S.82, subsections (7) and (8).)

UNIFORM AND DRESS CODE

Mine Tour Guides are required to dress as directed to depict as closely as possible the era the mine represents. Approved work pants, shirts and waistcoats (if available) are provided. Work boots and miner's helmet and battery are also provided. Guides may wear items of their own attire, if approved. All clothing and equipment provided should be maintained in good order and will be replaced on a fair wear and tear basis.

OCCUPATIONAL HEALTH, SAFETY AND WELFARE REQUIREMENTS

Employees are responsible and accountable for:

- Complying with workplace procedures for risk identification, risk assessment and control.
- Participation in activities associated with the management of the workplace health and safety.
- Identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace.
- Coming to work in a fit condition.

Bendigo Heritage Attractions has a policy of no smoking in the workplace in line with current health and safety practice.

Bendigo Heritage Attractions is committed to a zero tolerance of alcohol and illicit drugs in the working environment, and will take all practicable steps to endeavour that all persons reporting for, or on duty have a zero blood level for alcohol and illicit drugs and are not impaired by other drugs.

PAY AND CONDITIONS

According to the current Enterprise Agreement - *Bendigo Heritage Attractions Enterprise Agreement 2017*

HOURS OF WORK

This position is casual and duties are carried out seven days per week. Casual employees are required more frequently for rostering during peak periods and heavy group bookings when more staff are required to meet increased visitor demand. Hours cannot be guaranteed and there will be less available during times when visitor demand is low.

Bendigo Heritage Attractions sites are open seven days per week, every day of the year except Christmas Day.

POSITION DESCRIPTION DISCLAIMER

Responsibilities stated herein reflect the primary functions of this job and should not be considered as an exhaustive list of duties.

HOW TO APPLY FOR THIS POSITION

Applications that include a covering letter outlining your interest and how your skills and experience make you suitable for the position, along with your resume, should be sent by post, hand delivery or email to:

Faye Gair
HR Manager
Bendigo Heritage Attractions
76 Violet Street
Bendigo Vic 3550

E: faye.gair@bendigoheritage.com.au

Applications must be received by 9:30am on Monday 30th September 2019

TO ENQUIRE ABOUT THIS POSITION

Contact Ian Johnson, Mine Tour Guide Coordinator

T: 4444 2819