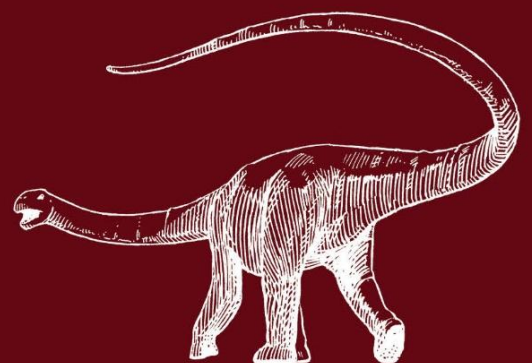


Make your
mark at
Australia's most
aspirational
Museum of
Natural
History

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JOB INFORMATION PACK WITH FURTHER DETAILS AND JOB DESCRIPTION FOR THE POSITION OF RECEPTION CENTRE MANAGER (FIXED TERM)

The Australian Age of Dinosaurs Museum of Natural History (the Museum) is a relatively young and small museum staffed by people who are passionate about dinosaurs and fossils, Australian natural history and getting visitors involved. The Museum holds the world's largest collection of Australian dinosaur fossils and operates the most productive Fossil Preparation Laboratory in the Southern Hemisphere. The Museum hosts over 55,000 paying visitors annually, mainly self-drive Australian tourists who travel a long way to visit us. Giving them a fascinating experience and encouraging them to be ambassadors for the Museum is important to us.

The Museum is located on The Jump-Up (Australia's first International Dark-Sky Sanctuary), about 24km south-east of Winton in Central West Queensland. With the **Dinosaur Stampede National Monument at Lark Quarry Conservation Park** (the Park, managed by the Museum) 110km south-west of Winton and the dinosaur attractions at Richmond and Hughenden, north of Winton, the Museum is a vital part of Australia's dinosaur heritage and dinosaur tourist trail.

The Museum, opened on the site in 2009, includes a Fossil Preparation Laboratory, a Reception Centre with exhibition space (the Collection Room), Shop and Café, the Dinosaur Canyon Outpost and five Outdoor Galleries in Dinosaur Canyon and the *March of the Titanosaurs* exhibition and Gondwana Stars Observatory.

Visitors pay for hourly guided tours of the Laboratory, Collection Room and Dinosaur Canyon. The Laboratory and Collection Room tours run for approximately 30 minutes each and the Dinosaur Canyon experience, including the *March of the Titanosaurs* exhibition tour, runs for 1.5 hours. The Noble Express shuttle bus is used to transfer visitors from the Reception Centre to Dinosaur Canyon and back again. Tours operate at the Museum and Park seven days a week during the busy tourist season of April to September (Winter Hours) and six days a week (not Sunday) from October to March (Summer Hours).

Group bookings for tourists and schools are typically scheduled for separate tours, with options for morning or afternoon tea, as well as group lunches and evening BBQ meals. Staff rosters are adjusted for evening shifts, allowing staff to start in the middle of the day.

The Museum is headed by a Board, Executive Chairman and management team. It employs about 35 staff for most of the year on a full-time or part-time basis with occasional casual support. The staff are assisted greatly by members of the public who pay to attend the annual Dig-A-Dino program and participate in the Prep-A-Dino program, learning how to prepare dinosaur bones ready for research and display. When time permits Tour Guides on duty in the Laboratory also learn how to prepare fossils, puzzle broken fossils together and undertake other fossil-related tasks. Research on fossils is facilitated by our own field palaeontologists with experts from Australian and international universities and museums.

Take some time to explore:

- the Museum at www.australianageofdinosaurs.com
- Winton at <http://www.experiencewinton.com.au/> and <http://www.winton.qld.gov.au>
- the Dinosaur Stampede at <http://www.dinosaurtrackways.com.au/>

Winton is a remote town with about 1,100 residents, known for high summer temperatures and occasional winter frosts. It has a small airport with a twice-weekly service; the nearest airport with daily flights is Longreach, 177km away. The town features a gym, public swimming pool, hotels, cafés, grocery stores, a library, retail outlets, an Australia Post shop, National Australia Bank and schools (St Patrick's School and Winton State School)

JOB DESCRIPTION

Date:	14 August 2025
Job title:	Reception Centre Manager
Responsible to:	Head of Museum
Responsible for:	Reception Centre Supervisors Front of House Assistants
Key relationships:	Head of Museum Administration Officer Reception Centre Supervisors Front of House Assistants Tour Guide/Dinosaur Stampede Caretakers Education & Astronomy Manager Facilities Manager Bookkeeper and external professional advisors Museum visitors Other Museum staff

1. Job context

The **Australian Age of Dinosaurs Museum of Natural History** (the Museum) is a not-for-profit museum based in Winton, regional Queensland. Its purpose is to discover, prepare, interpret and display dinosaur fossils and tell the story of Australia's natural history. The Museum is dedicated to delivering a world-class attraction that educates and inspires its visitors, providing them with a unique Australian experience.

The Museum is contracted by Winton Shire Council to manage the **Dinosaur Stampede National Monument at Lark Quarry Conservation Park** (the Park), a Queensland Parks and Wildlife Service site. The Park represents the most concentrated site, and only definitive record, of dinosaur stampede behaviour in the world. Situated 110km south-west of Winton, this visitor attraction is the largest trace-fossil site in Australia.

The Museum has begun the third and final stage of its development, which entails the design and construction of the Australian Age of Dinosaurs Museum of Natural History (MNH). The MNH's purpose is to present and tell the story of Australia's geological journey through deep time by way of a centre of excellence that will become renowned worldwide.

2. Job purpose

The position of **Reception Centre Manager** exists to:

- manage the day-to-day operations of the Reception Centre
- manage Museum and Park programs (excluding Dig-A-Dino and Prep-A-Dino) and accommodation
- manage the Museum Café and Park Café (the Cafés)
- manage the Museum Shop and Park Shop (the Shops)
- manage internal and external customer service
- assist with Museum human resources (HR), staff and training and
- support Museum operations.

3. Key output areas

The following key output areas represent the responsibilities of the job holder. From these, agreed performance standards will be established and monitored. These key outputs are not exhaustive. They reflect the current environment and it is recognised that they will be subject to variation dependent on internal and external change.

1. Manage the day-to-day operations of the Reception Centre

This will be achieved by:

- supporting staff to ensure smooth and efficient operations at the Reception Centre, Dinosaur Canyon, the *March of the Titanosaurs* exhibition, night experiences and Dinosaur Stampede
- being readily available and approachable to assist staff members throughout all visitor experiences
- fostering open communication and a positive, collaborative environment across all front-of-house teams
- maintaining flexibility to step in where needed during busy times or unexpected situations
- helping to deliver consistently welcoming and engaging visitor experiences across all tours and areas
- monitoring the quality of services and visitor satisfaction, working with staff to maintain high standards and
- assisting with coordination and communication between different front-of-house teams to ensure seamless operations.

2. Manage Museum and Park programs (excluding Dig-A-Dino and Prep-A-Dino) and accommodation

This will be achieved by:

- managing program enquiries, bookings, delivery and evaluation of the Museum's programs, events, *famils* (for industry, media, VIPs), one-off public programs and venue-usage requests in consultation with the Museum Management Team
- managing accommodation bookings at the Maloney Lodge Precinct and AAOD Staff Village (the Village), including issuing letters of offer to tenants at the Village, managing General Tenancy Agreements, managing property condition reports for Village tenants and handling the collection, lodgement and refund of bond payments
- managing and maintaining the Museum's booking software, ResPax
- collaborating with third-party providers to host events on The Jump-Up Dark-Sky Sanctuary, in consultation with the Head of Museum
- planning and booking catered and other events
- planning, organising and running events, including site hire and vendor requirements
- reviewing group-tour costings annually and in good time for advance tour-operator marketing in consultation with the Museum Management Team and
- ensuring documentation and online records are kept confidential, accurate and up to date.

3. Manage the Museum Café and Park Café (the Cafés)

This will be achieved by:

- managing all stock, orders and monitoring expenditure for the Cafés efficiently and safely
- overseeing all operations of the Cafés, including customer service, presentation, cleaning, staff discounts and write-offs and
- co-ordinating staff travel requirements to the Park as needed, in consultation with the Café Supervisor when employed.

4. Manage the Museum Shop and Park Shop (the Shops)

This will be achieved by:

- managing onsite operations and visual merchandising of the Shops

<ul style="list-style-type: none"> managing the recording of stock movements and monitoring stock levels in consultation with the Head of Museum managing the setting and adjusting of stock prices, discounting of lines and authorising the write-off of stock in consultation with the Head of Museum managing stocktaking, including end-of-financial-year stocktake and ensuring telephone and online orders are filled and processed efficiently.
<p>5. Assist with Museum human resources (HR), staff and training This will be achieved by:</p> <ul style="list-style-type: none"> assisting the Head of Museum to build and maintain a culture of fair and consistent HR practices preparing staff rosters using the Museum's rostering software, in consultation with other managers as required. assisting with the recruitment of relevant new staff in consultation with the Museum Management Team and individual managers in line with the approved staffing budget managing leave requests, monitoring accumulated leave balances and bringing any issues to the Museum Management Team meetings monitoring potential or actual human-resource issues, facilitating related discussions and implementing resolution processes as agreed with the Head of Museum and other managers as appropriate completing relevant inductions, training and performance planning in consultation with individual managers as required preparing and delivering training sessions on areas of responsibility and encouraging staff to achieve high standards of behaviour at work and being a positive role model.
<p>6. Manage internal and external customer service This will be achieved by:</p> <ul style="list-style-type: none"> being familiar with the Museum's Customer Service Policy & Procedures and working as the Customer Service Champion to ensure that internal and external customer service delivery at the Museum and Park is of world-class standard ensuring excellent customer service is delivered across the whole Museum complex and Park (including offsite situations) by all Museum staff (and volunteers where appropriate) acting as visitor and customer-service advocate, monitoring and evaluating satisfaction (including for the Shops, Cafés, programs and general tours) and recommending changes and improvements when necessary handling complaints and enquiries; referring issues to the appropriate manager as required managing general communications, ensuring that telephones are answered appropriately and voice mail and email messages are received and responded to promptly sourcing content from staff and managing the scheduling of daily social-media posts on Facebook and Instagram being mindful of obvious and potential physical and intellectual access requirements of visitors and helping them as required while respecting their dignity and independence managing customer-service training, delivery, complaints, issues, suggestions and solutions that affect tours, programs, facilities, Tour Guide/Dinosaur Stampede Caretakers and other staff reporting to other managers ensuring the Reception Centre, Dinosaur Canyon and surrounding grounds, including car park, children's sand pit, shuttle-bus stop and Amenities building, are always kept clean and tidy, reporting any issues to the Facilities Manager and being knowledgeable about Winton and the wider area, including other attractions and answering visitors' questions.
<p>7. Support Museum operations This will be achieved by:</p>

- providing bi-monthly reports on the Reception Centre portfolio to the Head of Museum
- participating in regular management meetings and presenting reports for the Reception Centre to the Museum Management Team
- maintaining awareness of and complying with the Museum's work health and safety requirements, including hazard identification for visitors, staff, and self
- conducting toolbox meetings with staff each morning
- contributing to the staff newsletter, the *Steering Wheel*
- adhering to Museum policies, procedures, writing standards, house rules, checklists and the Delegations Policy
- participating in Museum training and contributing to training delivery as required
- managing membership mail-outs and processing online membership orders
- sourcing articles and contributing content for quarterly newsletters and other member communications
- supporting the care and maintenance of Museum buildings, grounds and assets as required and
- undertaking additional duties as agreed, particularly during periods of low visitor attendance.

4. Profile of an ideal Reception Centre Manager

The following job competencies, qualifications and experience represent an ideal applicant. **It is recognised that not all candidates will meet all criteria.**

(a) Job competencies

Knowledge

- knowledge of customer-service best practice
- practical knowledge of customer-service delivery
- knowledge of human resources and staff training
- knowledge of booking systems
- an interest in or knowledge of aspects of natural history and Earth sciences
- working knowledge of work health and safety legislation and good practice, including food safety

Skills and abilities

- excellent customer-service skills
- an aptitude for retail and café presentation and operations
- good numerical and statistical abilities
- open, honest and clear communication skills
- excellent administrative and organisational skills
- able to work to timely deadlines and project timelines
- able to deal with multiple issues calmly and effectively
- able to understand and explain complex tasks or information

Behaviour

- flexible and willing to contribute to a seven-day-a-week roster, including public holidays and weekends, particularly from April to September
- a self-aware caring and co-operative nature and willingness to help others succeed
- a high level of mental efficiency and self-organisation
- a high level of emotional intelligence
- embraces change and can implement change

- enjoys leading and inspiring others
- self-motivated and enthusiastic
- has the social skills needed to maintain successful relationships and the personal integrity to establish long-term credibility and trust
- willing to wear the Museum uniform and meet the requirements of the Uniforms Policy & Procedures

(b) Preferred qualifications

- any formal qualifications relevant to the responsibilities of the role, in particular visitor services, business management, bookkeeping and food safety certification
- Queensland Working with Children Check (mandatory)
- National Police Check (mandatory)
- Food Safety Supervisor certification
- Responsible Service of Alcohol certification
- first-aid and CPR certificates

(c) Preferred experience

- working in a not-for-profit environment, particularly a museum or tourist attraction
- management of staff
- management of an organisation-wide customer-service program
- day-to-day retail and café management
- event management

5. Conditions of employment

Conditions of employment are set out in the standard Australian Age of Dinosaurs Letter of Offer and include a three-month probationary period with formal monthly reviews. The hours can be worked on any day of the week, including weekends and public holidays, with hours rostered each week. Work will incur the normal hourly rate of pay, except on Sundays when time-and-a-half will apply. Any work on public holidays will be paid at the rate of double time for the hours worked. Any additional hours worked above 38 hours per week will be paid in overtime rates or a time-in-lieu arrangement may be negotiated.

This recruitment is for a full-time position (38 hours/week) from **2 September 2025 to 31 October 2026**.

Note: this start date is flexible and will be agreed upon with the successful applicant.

The successful applicant may be offered up to two weeks' accommodation at the onsite Maloney Lodge Precinct, at \$15 per day, while they find suitable accommodation in Winton and should be aware that this offer can only be made if a room is available.

The Museum has a limited number of cabins available to fixed-term contract staff at the AAOD Staff Village (78 Manuka Street, Winton). If you are offered AAOD housing, a daily or weekly rate and electricity and telephone arrangements will be agreed upon with you.

Due to the staffing demands of the busy tourist season, annual leave applications are unlikely to be approved for time off from late June to early October, particularly during school holidays.

Comprehensive initial and ongoing training is provided to enhance each staff members communication skills, delivery techniques, dinosaur knowledge and operation of equipment.

6. Remuneration

Museum staff are employed under the Amusement, Events and Recreation Award. The fixed-term Reception Centre Manager position offers an annual salary of \$70,000 to \$85,000, depending on experience. This rate exceeds the Award minimum to reflect the additional responsibilities outlined in the Job Description.

A one-time relocation allowance of up to \$1,500 (incl. GST) will be paid upon successful completion of a three-month probation period. Reimbursement requires presentation of valid tax receipts for reasonable relocation expenses to Winton, including transport of personal property.

An annual training and development allowance of up to \$2,000 + GST is available after one year of employment, subject to approval.

Superannuation contributions are made in accordance with legal requirements, currently at 12% of ordinary hours worked.

The full text of the Award is available on the Fair Work Commission website:
<http://www.fwc.gov.au/>

7. Applications

Email applications must include the following:

- a resumé (maximum three pages) detailing two unrelated referees (with names and contact details) who can confidentially assess your suitability for the position
- a cover letter that addresses the tasks and responsibilities outlined in the Job Description

Your application, with attached documents, should be marked **Confidential – Reception Centre Manager (fixed term)** and sent to: peopleandculture@aaod.com.au

The application will remain open until the position is filled.