



POSITION DESCRIPTION

CULTURAL TOUR GUIDE

POSITION DETAILS

Position Title:	Budj Bim Cultural Tour Guide
Department/Centre:	Gunditj Mirring Services Pty Ltd Trading as Budj Bim Cultural Landscape Tourism
Hours:	Casual, Part-time or Full-time – up to 38 hours per week
Remuneration:	Casual - \$28.08 (Mon-Sat) – Additional rates for Sundays PT or FT -\$22.46 (Mon-Sat) – Additional rates for Sundays + Super Grade 2 - Amusement, Events and Recreation Award 2020
Employment Type:	Specified period for 12 months, with on-going employment subject to performance and funding availability
Location:	Budj Bim Aquaculture Centre – Lake Condah / Tae Rak, Heywood Office 4/48 Edgar Street Heywood, or any other Properties as requested.
Reporting to:	Cultural Tour Guide Coordinator / Operations Manager

ORGANISATION SUMMARY

The Gunditj Mirring Traditional Owners Aboriginal Corporation RNTBC (GMTOAC) was established by the Gunditjmara people in 2005 asserting our Sovereignty to continue our connection to care and protect Gunditjmara country and to progress our rights and interests in our cultural identity, social justice, native title, cultural heritage, and land justice for our Gunditjmara country.

Through GMTOAC, Gunditjmara people ensure that our cultural obligations and responsibilities which arise from Gunditjmara country and under Gunditjmara lore, custom and beliefs are upheld and recognised for the protection and benefit of our traditional lands and waters and for our respect to our Gunditjmara ancestors and for our Elders.

The UNESCO World Heritage listing of the Budj Bim Cultural Landscape in July 2019 has consolidated opportunities at GMTOAC. Alongside GMTOAC's successful and innovative programs and projects, the Budj Bim World Heritage listing elevates an already unique work experience on Gunditjmara country to global recognition and responsibilities. The Budj Bim Cultural Landscape is a unique place with universal heritage values that demonstrate how Gunditjmara people worked with the natural resources and environment of the Victorian Southwest region to establish a permanent place of human society over the past 30,000 years and beyond. With the increased exposure of this World Heritage site, it has allowed GMTOAC to greatly expand over the past two years with future growth, opportunities, and expansion to rapidly increase within the next few years.

Gunditj Mirring Services Pty Ltd was formed in 2021 as a subsidiary company under GMTOAC and trading as Budj Bim Cultural Landscape Tourism to allow commercial tourism to start as its own entity showcasing the world heritage listed sites.

This position is a Secondment from GMTOAC to GMSPL.

POSITION OBJECTIVE

The key objective of this role is to ensure all Budj Bim Cultural Landscape tours exceed visitor expectations and they acquire knowledge of the region including geology, flora and fauna and local Gunditjmara and European history. The role of the Cultural Tour Guide is integral to delivering a memorable guest experience and provides guests safe and bespoke activities during their visit, utilising their knowledge of the Gunditjmara culture, region and finely-honed people and communication skills. The Cultural Tour Guide will abide by all compliance and government regulations whilst operating a tour vehicle and conducting a tour in line with the Budj Bim Strategic Management Framework, IPA Plans of Management and UNESCO Guidelines.

KEY RESPONSIBILITIES

Tour Guiding:

- Provide appropriate tour commentary and telling of Gunditjmara and personal stories while hosting tours on country
- Be present and engaging while conducting tours on country
- Ensure Occupation Health & Safety Standards are met and monitored at all times
- Ensure safety of visitors and staff is prioritised in every activity
- Treat all guests with respect and conduct yourself in a professional manner at all times when representing Budj Bim Cultural Landscape Tourism
- Complete all relevant administration tasks required to operate tours
- Ensure tour logs are filled out at the conclusion of each tour
- Ensure tour vehicles are operated with due care and consideration of passengers whilst adhering to all organisational regulations and road safety rules
- Operate and maintain tour vehicles according to standard operating procedures
- Report any incidents or accidents to your Manager
- Maintain knowledge base by attending training sessions, seminars and keep up to date with relevant material
- Ensure tour vehicle is cleaned and replenished at the conclusion of each tour
- Deliver Welcome to Country to visitors
- Provide information on itinerary ie toilets, refreshments, sunscreen, bug repellant, hat and other points information needed for an enjoyable experience including visitors with mobility constraints

Generic:

- Attend events and actively promote BBCLT and its products
- Maintain up to date product knowledge of the Aquaculture Centre, Budj Bim Cultural Landscape sites, and related activities
- Resolve visitor complaints to the visitor's satisfaction within your level of authority or escalate as needed
- Represent BBCLT in a positive and professional manner at all times
- Demonstrate your ability and willingness to work for and with team members at all times
- Maintain excellent grooming, personal hygiene and presentation standards meet the company expectations at all times. This includes a clean and tidy uniform.
- Familiarise yourself with company philosophy, values, background and history
- Maintain the privacy of all company, visitor and employee information
- Ensure that all Workplace Health and Safety requirements for the company are adhered to
- Report any workplace hazards to your Manager
- Support the company in its endeavour to provide a safe workplace and be responsible for an appropriate outcome.
- Ensure that all policies are adhered to within your department.
- Abide by reasonable instructions, company policies, regulations and common law
- Any other duties required by the General Manager or Authorised personel

These key responsibilities and performance standards may be modified from time to time to ensure that the desired project outcomes are achieved.

Employee Risk Management Responsibilities (including OH&S)

The following items are the duties of each employee:

- To take reasonable care for their own safety and the safety of others affected by their acts or omissions.
- To co-operate with their employer in relation to any action taken to comply with the OH&S Act.
- Not willfully or recklessly interfere with or misuse anything provided in the interest of health and safety.
- Identify risk and be able to manage and escalate issues.
- Not willfully place at risk the health and safety of any person at the workplace.

- Report all safety hazards and risk exposures, including losses to their supervisor.
- Maintain physical security of all property, equipment and buildings within your jurisdiction and control.
- All staff are required to actively reduce BBCLT's exposure to losses related to security, public liability and professional indemnity and reporting areas of concern.
- Correctly use and wear any personal protective gear/equipment at all times.
- Abide by any Covid-19 requirements, restrictions, mandates, orders, legislation and guidelines.

KEY SELECTION CRITERIA

The key selection criteria specified below outline the capabilities required for the position.

Specialist/Technical Expertise:

- An awareness and understanding of the impact of colonisation, and the historical and current issues affecting Gunditjmara people and country; as well as the broader Australian Aboriginal and Torres Islander community and their relationships with the broader Australian society in order to communicate effectively and sensitively with Gunditjmara people and other stakeholders.
- An understanding of GMTOAC & GMSPL, its operations, and activities.

Knowledge and Skills

- Prior experience as a tour guide is advantageous.
- Capacity to stand and walk for extended periods.
- Confident and responsible driver
- Excellent communicator and conversational skills with a knack for storytelling.
- Personable, humorous disposition.
- Outstanding organisational, time management, and improvisational skills.
- Ability to work during evenings and on weekends.
- Basic computer skills including Word, Excell and Outlook,
- Take initiative, deal with complex issues, problem solve, exercise judgement and work under limited direction.
- Strong understanding of OH&S/WHS policies and procedures and actively contribute to a safe and respectful workplace.

Conditions of Employment

- Must have a Victorian Drivers Licence and ability to apply for Light Rigid Vehicle License and a Commercial Passenger Vehicle Accreditation.
- Be physically able to undertake extended periods of walking, standing and sitting.
- Ability to obtain a positive National Police and Working with Children Check.
- Be fully vaccinated for Covid -19 as per the Mandatory Vaccination Directions

GMSPL is an equal opportunity employer – If you believe you may be unable to achieve a positive check result, we have the ability to review your results and act with discretion. This allows us to employ staff only if we consider the outcome of this record will not have any negative impact to GMSPL operations or reputation, or the role the staff member is completing.

Eligibility

- Appointments are subject to satisfactory completion of relevant screening checks.
- This is an identified position; successful applicants must be able to provide evidence that they are of Aboriginal and/or Torres Strait Islanders descent; identify as an Aboriginal and/or Torres Strait Islander; and are accepted by their community as Aboriginal and/or Torres Strait Islander.
- The filling of this position is intended to constitute a special measure under section 8(1) of the Racial Discrimination Act 1975 (Cth), and s12 of the Equal Opportunity Act 2010 (Vic) and s8(4) of the Charter of Human Rights and Responsibilities Act 2006 (Vic).

Acknowledgement

I have read and understand the requirements of the role, responsibilities and accountabilities as outlined within this Position Description. I also accept that as part of my development and in the

course of the position evolving within the business, the position description may be updated on an ad hoc basis.

SIGNED

Employee's name

Employee's signature

Date

General Manager's signature

Date