TMAG Front of House Review – Frequently Asked Questions

This document anticipates the questions you may have about what is happening in this first stage of our Front of House project.

It is organised into the following categories to make it easier for you to find what you want to know:

- Band 2 duties
- Hours/rostering
- Training
- Casuals
- Organisational structure
- Interim arrangements
- Other questions

We will continue to update this document with new questions as they emerge. This update is the third update and was compiled on the 28 November 2023. New questions are marked with an asterisk*.

Questions about Band 2 duties

The Band 2 Statement of Duties lists duties that are different from the current Band 1 role – I am not sure I have the experience or skills to undertake these new duties.

> Moving from Band 1 to Band 2 means a higher level of responsibility and expectation and we have updated the SOD to reflect that. We have no doubt that all of you have the capacity to perform at the Band 2 level. We also recognise that there may be some duties you may not feel comfortable doing. We will provide training and support to build your confidence and skills to be able to be successful in the Band 2.
> If you have any questions or specific concerns, please speak to us so we can work out appropriate training and support for you.

**Will working in the shop, or working in the museum on rotation, be optional or compulsory?*

> We want to build a team that is as flexible and agile as possible and provide as many opportunities for people's professional development and to develop skills and broaden their experience. One of the ways to do this is for the team to work on all aspects of customer engagement – on the floor, in the shop or helping with events.

Can I have input into what the Band 2 duties look like?

> We are keen to hear if you think there are any duties that are missing or if the way they are written is not clear, so we are able to ensure the duties determined are written in a clear way.

Do I need to apply or do anything to start working in the new Band 2 role?

No. We will apply for approval for you to be promoted without the need to advertise the roles.

What does the duty 'participate in projects across the broader TMAG to assist in facilitating visitor outcomes' mean for me?

We recognise our front of house staff have a great understanding of what most engages our visitors when they visit the museum. Because of this we want the Front of House team to have opportunities to give feedback and participate, where appropriate, in projects at the museum.
The participation will be in line with Band 2 competencies, and you will be supported to take part when the opportunities arise.

What does the duty 'contribute to the continuous improvement of quality and efficient services process as part of the VSO team' look like?

This is the expectation that you will actively participate in the various ways we keep improving and bringing 'TMAG to Life' by bringing your positive ideas and experience to the table.
This would happen through team meetings and gatherings, questionnaires, the PPLA process, reviewing visitor surveys to name a few.

Can I have input into the new name of the team and the role?

Absolutely. You will have noticed the suggested name for the role is Visitor Experience Host, this is just a starting point, happy to consider ideas that captures the work you do.

Questions about Hours/Rostering

Rostering will be part of stage 2 of the project, and we will come back to consult with you about rostering early next year.
In saying that, if you have any ideas you would like to share now about how you think it can be improved, please let us know through the consultation and we can take these ideas into stage two.
Any rostering improvements and ideas will be considered when we look at this in stage 2.

Questions about Training

What training will be available?

This hasn't been locked in as we would like to hear from you about the training you think will be most useful in addition to the training we think will be beneficial. This is part of the consultation process but will also continue beyond that timeframe. Over the next few weeks of the consultation period put forward your ideas for the training that will be needed.

To start with, we think it will be useful to do some training in Customer Service to ensure we all have the same level of knowledge and skill and that we are all working with a common customer service framework.

Will I need to be across Shop skills and VSO skills? They are quite different.

The intent is that we have people with the skills to move across both these areas. We also know that this will take time, and we will work with you to help you gain new knowledge and skills.

Will there be compulsory training?

There will be training that all VSO's need to attend. We will make sure that this training is delivered as flexibly as possible so that there are options for you to attend. We will ensure that non-compulsory training is available at times convenient for the majority.

Questions about Casuals

I'm a casual. Can I stay as a casual?

Yes.

Do I have to do anything to be appointed from the new Band 2 casual register?

We will ask if you would like to continue to work in the new Band 2 role and if you agree we will get updated details from you to place on the Band 2 register and provide a new Band 2 fixed term casual contract.

I'm a casual. Can I become a permanent or term employee?

This won't happen automatically, but as opportunities arise to apply for additional permanent and/or fixed term positions, your experience as a casual will be invaluable in applying for these roles.

Will the hours casuals receive drop?

We will continue to roster casual staff as they are needed.

Will there continue to be a VSO casual pool?

There will always be a need for us to maintain a pool of casual staff to maintain business continuity.

Will casuals transition to Band 2 at the same time as permanent staff?

The intention is for all Band 1 employees to move to Band 2 at the same time. The processes are different to move casuals and fixed term employees to Band 2 to the process that needs to be followed to move permanent employees, and final approvals happen outside the department. We will ask that transitions happen at the same time, but unforeseeable circumstances may impact timelines so the alignment of the transitions cannot be guaranteed.

Questions about the draft Organisational Structure

The structure presented says 'draft'. When will it be finalised?

The draft Organisational Structure is provided to help you see the current thinking. The structure will be finalised following the end of the consultation period – after the 21st of November.

Why do the Team Leader roles need to be advertised externally when there are internal people who will want to apply?

In the draft structure we propose two new Band 4 Team Leader roles and plan to put these in place for an initial 12 to 18 months. This is so we have time to assess how well the structure works and make any adjustments. It is a requirement in the Tasmanian State Service that any fixed term role for a period greater than 12 months must be advertised on the jobs website and be available for anyone to apply.

What will the Band 4 roles look like (e.g. hours, duties etc.)?

The priority has been to get the Band 2 Statement of Duties finalised and in place, and this is the focus of the current consultation. We will develop the Band 4 and Band 6 Statement of Duties soon and you will be able to see them when the roles are advertised.

Will two Band 4 roles be enough?

We have decided to trial the two new Band 4 Team Leader roles for an initial 12 months, so we have time to assess how well the structure works and make any adjustments.

Questions about the Interim Arrangements

How will you manage the transition until the new management roles are finalised?

We will continue with the current processes and use our current VSO Coordinator arrangements until people are appointed to any new roles that are created.

How long with the interim arrangements be in place?

We aim to have new roles (i.e. Visitor Experience Manager (Band 6) and Team Leaders (Band 4)) in place by March 2024, with the plan to appoint the Manager role early in 2024.

**Is there any way for length of service to be recognised in the transition from Band 1 to Band 2?*

Progression within Bands is assessed based on merit. There are opportunities for staff to request an 'accelerated progression'. An employee can request this after six months from the appointment to Band 2.

Other Questions

**With the changes to the Band 2 roles will there be any changes to the penalty rates and/or overtime payments?*

There is no proposed change to the penalty rates or overtime payments with the introduction of the new Band 2 roles. Changes to these provisions require an industrial Agreement with the unions.

Can the consultation period be extended? Can additional briefings be provided?

As Mary outlined when she spoke to staff the week before the consultation started, we are happy to extend the consultation period to ensure that everyone has a chance to provide feedback.
To support this, the consultation period has been extended to 28 Nov and an additional morning briefing session to ask questions will be set up.

I don't think the title "Visitor Experience Host" reflects the role. What other options are there?

We are keen to hear your ideas on a new name for the Band 2 role. Please keep the suggestions coming.
Some that have been suggested so far include:

- Gallery Attendant
- Museum & Gallery Attendant
- Engagement Facilitator
- Visitor Experience Specialist
- Gallery Ambassador
- Visitor Engagement Specialist
- Exhibit Educator
- Museum Host
- Museum Mentor
- Visitor Experience Guide
- Visitor Services Specialist
- Gallery Guide Specialist

- Cultural Experience Navigator
- Exhibit Engagement Ambassador
- Gallery Insight Specialist
- Collection Connection Officer
- Cultural Engagement Ambassador
- Gallery Exploration Educator
- Visitor Support Expert
- Cultural Exhibit Mentor
- Museum Engagement Expert
- Gallery Engagement Ambassador
- Cultural Exploration Specialist
- TMAG Guide
- Visitor Experience Guide
- Visitor Services Guide
- Visitor Engagement Officer
- Visitor Experience Officer
- Remain as: Visitor Service Officer
- There is also support for the suggested Visitor Experience Host