

Position Description	
Position Title: Manager Horse Operations	Division: Commercial and Operations
Reports To: Senior Operations Manager	Workplace level: Salaried Position
Loading: Full time	Special: May be required to work on an occasional weekend to liaise with employees and volunteers who do not work/volunteer weekdays.
Date Position Created: 20 September 2016	Position Review date: 1 January 2017

ORGANISATIONAL ENVIRONMENT

The Organisation

The Sovereign Hill Museums Association is a not-for profit community-based museum organisation that collects, researches and interprets the heritage of the goldrushes and the Ballarat region. The organisation includes Sovereign Hill Outdoor Museum, the Gold Museum, Sovereign Hill Hotel, *Blood on the Southern Cross* and Narmbool.

The Department/Area

The Horse Operations team is responsible for maintaining the horses and their quarters, delivering the horse-drawn vehicle program, providing rides in horse-drawn vehicles for visitors and in operating horse-drawn machinery to interpret aspects of goldfields technology.

The Commercial & Operations Department comprises of Visitor Services, Retail Enterprises, and Confectionery Operations, Sovereign Hill Hotel & Blood on the Southern Cross (BOSC) as well as the overall Operations of the outdoor Museum including Mine, Operations Interpreters, Wheelwrights, Steam Operations and Horse Department.

ORGANISATIONAL CHARTER

Purpose

Our purpose at Sovereign Hill and the Gold Museum is to inspire an understanding of the significance of the central Victorian gold rushes in Australia's national story, and at Narmbool of the importance of the land, water and biodiversity in Australia's future.

Mission

Our Mission is to collect, conserve and interpret the mining, social, cultural and environmental heritage of the Ballarat region.

Values

Service

We will ensure that every visitor’s experience is satisfying, and that their needs are paramount in our decision-making.

Respect

We will act with respect and free from any form of discrimination in what we say and do towards our colleagues, our visitors, and all with whom we do business; we will respect each other’s dignity and right to privacy; and respect the assets we share in doing our jobs.

Safety

We will maintain a safe and healthy workplace for all our visitors and for all who work on our sites.

Integrity

We will act in accordance with international and national codes of ethical practice for museums, including respect for the tangible and intangible heritage we collect, research and interpret; for the primary role of museums as places of lifelong learning; and as individuals, work to help and support colleagues, work diligently to complete tasks, and at all times act honestly.

Responsibility

We will be a socially and environmentally responsible business and employer, and a vital partner in the development of our region; and as individuals, take responsibility for our actions and ensure our decision-making is objective, consistent and complies with policy and legislation.

Sustainability

We will maintain our financial viability and independence by using our resources efficiently and effectively.

PRIMARY ROLES

The Horse Operations Manager will lead the Horse Department Team and is responsible to work with the Horse Team in a collaborative manner to develop appropriate structures and operating procedures. They will be responsible for developing and implementing a safe working culture and safe work practices, implementing a systematic electronically recorded program of training and development of staff, operate within Sovereign Hill’s corporate policies and procedures and ensuring the delivery of the daily Horse Operations program.

DIRECT REPORTS

- Horse Presentation Team Leader
- Horse Handlers

WORKS CLOSELY WITH

- Senior Operations Manager
- Operations Manager
- Wheelwright/Coachbuilder Department
- OHS Manager
- Head People Performance & Legal

JOB TASKS AND RESPONSIBILITIES	
Key result area	Major activities
Horse Operations	<ul style="list-style-type: none"> • Responsible for the development, implementation and maintaining suitable competency-based learning plans for each level of horse handler • Harnesses are fit for purpose in good condition and adjusted correctly. Cleaned regularly and suitably stored and stock monitored • Review horses on a daily basis in relation to adequate rest breaks, health and wellbeing and make decisions on horses not working or fit to be working at Sovereign Hill • Ensure the satisfaction of visitors with the services provided by our horse-drawn vehicle operations • Manage the selection and acquisition of horses to ensure adequate numbers of stock to be in regular work • Training drivers including regular appraisal, evaluation and feedback/coaching to ensure procedures are followed • Manage the training of horses for work • Review and develop rostered teams/pairs of horses for work • Driving any of Sovereign Hill passenger and non-passenger vehicles eg. Coach, Drag <i>etc</i> as and when required • Obtain in-depth knowledge of The Sovereign Hill Museums Association's operations and historical background to provide accurate information about horse work/horsemanship in the 1850's to visitors
People	<ul style="list-style-type: none"> • Provide day to day leadership, coordination and support of staff and in relevant projects • Develop new staff structure and rosters in line with budgets and priorities • Coordinate induction, training and mentoring of new and existing staff and across the organisation as and when required • Undertake reviews of staff for development and/or counselling as and when required
Teamwork	<ul style="list-style-type: none"> • Work in and maintain a healthy team spirit • Perform other duties to aid team effectiveness when required • Provide astute leadership by setting an example to all staff • Participate in organisational events and promotional activities as required

JOB TASKS AND RESPONSIBILITIES	
Key result area	Major activities
Operations	<ul style="list-style-type: none"> • Undertake the responsibilities of the position adhering to: <ul style="list-style-type: none"> ➢ The Sovereign Hill Code of Conduct ➢ SHMA policies and procedures ➢ Sovereign Hill Workplace Safety Rules ➢ Equal Opportunity and anti-discrimination legislation and requirements ➢ Occupational Health and Safety (OH&S) legislation and requirements • Participate in annual performance reviews, meetings and staff training and professional development as and when required • Apply organisational policies, procedures and practices • Foster a culture which values safety as primary consideration in all activities • Wear issued uniform and costume in accordance with guidelines of SHMA • Any other relevant duties as required

KEY SELECTION CRITERIA
<ul style="list-style-type: none"> • At least 5 years' experience working & driving in and around horses • Excellent knowledge of horse behaviour • A sound understanding of horse husbandry • A demonstrated capacity for taking responsibility and ownership of outcomes is essential • Experience in developing and working with written documentation and successful implementation of safe working procedures • Experience in staff management within agricultural and/or manufacturing environments including daily routines and efficient management of resource inputs • Strong leadership skills including the ability to communicate and maintain a healthy working relationship with all staff and create a healthy team spirit • Well developed written and oral communication skills • Ability and willingness to work weekends, public holidays and school holidays

QUALIFICATIONS
<ul style="list-style-type: none"> • Qualifications in Horse Management, Animal Handling or similar is essential • Certificate IV in Training and Assessment would be advantageous

REQUIRED LICENCES/CERTIFICATES
<ul style="list-style-type: none"> • Working with Children Check • Police Check • Australian manual drivers licence • Medium Rigid Licence is preferred but not essential

SPECIFIC HEALTH AND SAFETY REQUIREMENTS

This position requires the employee to apply expertise in vigilant monitoring and scrutiny of the horse operations to identify hazards and to ensure the effective communication and implementation of risk management controls to address those risks.

This position is very physical in nature. The incumbent must be able to ride horses, board and alight from coaches and other horse drawn vehicles, be physically capable of driving horse-drawn vehicles when trained, access various paddocks which are located on flat and inclined surfaces and hold and work with large horse breeds.

Due to the physical nature of this position a pre-employment medical is mandatory.

OTHER

- Must be eligible to work in Australia

EMPLOYERS APPROVAL OF POSITION DESCRIPTION

Will Flamsteed

Director Commercial & Operations

Signature

Date of approval

Mark Karlovic

Head People Performance & Legal

Signature

Date of approval

EMPLOYEE ACKNOWLEDGMENT OF POSITION DESCRIPTION

I have received a copy of the Position Description and have read, understood and accept its contents.

Employee Name

Employee Signature

Date