

SOUTHERN GRAMPIANS SHIRE COUNCIL

POSITION DESCRIPTION

Position Details

Title:	Gallery Assistant
Classification:	Band 1
Business Unit:	Cultural Arts
Directorate:	Office of the Chief Executive Officer
Reports to:	Engagement and Development Coordinator

Our Vision and Values

Vision

Thriving Community, Limitless Opportunity

Values

Raise the Bar

Create Brilliance Together

Dream Boldly, Change Bravely

Integrity in Every Step

Child Safety

Southern Grampians Shire Council is a child safe organisation committed to the Victorian Child Safe Standards by:

- providing an environment where Aboriginal children and young people can express their culture and enjoy their cultural rights
- having a zero tolerance approach to child abuse
- having a zero tolerance approach to racism and an expectation that staff and volunteers will act on incidents of racism

Position Summary

The Gallery Assistant (GA) position delivers across a broad range of public facing operations at Hamilton Gallery including customer service, gallery invigilation, ushering for public programs and events and support in a range of basic administrative tasks. It will also at times assist technical staff with exhibition installation / de-installation

Key Responsibilities

Customer Service

- Promote positive public awareness of Gallery services, attend to visitor needs, answer queries, give directions and provide general information or referrals
- Be the first point of contact for visitors
- Provide a warm and friendly welcome to all Gallery visitors as well as sharing your knowledge about Hamilton Gallery, its programs, collection and services to ensure an enjoyable visit for all
- Maintain good knowledge of the collections, exhibitions and programs
- Enhance the professional image of Hamilton Gallery by providing a high level of customer service and effectively communicating with community in an enthusiastic, courteous and efficient manner
- Be responsible for opening the Gallery and activation of exhibitions prior to arrival of public as well as closing down areas and activating security system
- Collect visitor research and collate information
- Assist the Front of House and Engagement team with retail duties such as customer sales, visual merchandising, and stocktake

Safety and Security

- Protect Gallery assets and exhibitions from damage and theft
- Safely manage large crowds and groups to ensure an enjoyable and safe experience for all patrons
- Ensure that the collection and exhibitions are safe and secure by providing a high level of security from damage (accidental or deliberate) and theft
- Maintain good and up to date knowledge of Hamilton Gallery fire, safety and evacuation procedures. Identify emergency situations and carry out emergency procedures in accordance with guidelines
- Give clear and confident direction to visitors in the event of an emergency
- Ensure the safety of all our visitors. Communicate effectively and politely with visitors to ensure safe and appropriate behaviour whilst in the Gallery

Education and Engagement

- Assist the Education and Engagement Officer to deliver public programs in the gallery, including children's art activities, schools' programs and workshops. Full training will be provided
- Assist with the delivery of functions including set-up, serving and sale of alcohol, operating audio/visual equipment, bump in and pack down, photography and crowd control

Exhibitions and Collections

- Assist the Exhibitions and Collections Coordinator with the installation / de-installation of works of art including art handling. This will include the safe and appropriate handling and care of collection works and works on loan. Full training will be provided
- Assist with the preparation of exhibition spaces including painting of walls and general maintenance and cleaning
- Assist the Exhibitions and Collections Coordinator in the preparation of graphics, wall texts and labels
- Adhere to OH&S principles for manual handling and use of any equipment as required
- Any other accountabilities or duties as directed by Supervisor / Gallery Director which are within the employee's skill, competence and training

Extent of Authority

- Accountable for the provision of evacuation guidance in the event of an emergency
- Authority to provide information to patrons regarding the Gallery, as supplied by the Gallery
- Commit to and adhere with Child Safety standards and Council's requirements

Judgement and Decision Making

- The nature of the work is clearly outlined with established procedures that are in place within the Gallery and communicated through the supervising officer

Specialist Skills and Knowledge

- An interest in visual arts and/or other creative arts is desirable

Management Skills

- Will comply with systems and policies to ensure a safe work environment by:
 - Taking reasonable care for your own health and safety and the health and safety of others within the workplace and co-operate with Council with respect to any action taken to comply with a requirement of the OHS Act
 - Not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare
 - Contribute to OHS consultation processes
 - Prompt reporting of hazards and incidents

Inter-personal Skills

- Well-developed verbal communication skills
- Excellent customer service skills

- The ability to work both independently and as a part of a team
- Ability to work in a calm manner when under pressure

Compliance with Legislation and Policies

- Adhere to all current relevant codes of conduct and legislative requirements including but not limited to:
 - Southern Grampians Shire Council Policies and Procedures
 - Southern Grampians Shire Council Staff Code of Conduct
 - Privacy and Data Protection Act 2014 (Vic)
 - Equal Opportunity Act 2010 (Vic)
 - Occupational Health and Safety Act 2004 (Vic)
 - Government/Industry Codes of Conduct
 - The Southern Grampians Shire Council Enterprise Agreement
 - The Municipal Emergency Management Plan
- Demonstrate a commitment to risk management principles and practices, and also maintain a safe environment for staff and the community
- Responsible for ensuring the security of Council's assets under the Officer's control
- Remain compliant with the requirements of the Occupational Health and Safety Act 2004 (Vic), and contribute to the health, safety, and wellbeing of Council employees by:
 - Co-operating with Council with respect to any action taken to comply with a requirement of the OHS Act 2004

Qualifications and Experience

- Responsible Service of Alcohol (RSA) certificate
- Working with Children's Check
- Relevant qualifications in fine arts, visual arts or related discipline (Desirable)
- Previous experience in a public art gallery

Key Selection Criteria

The employee will demonstrate the following:

- Well-developed oral and interpersonal skills and demonstrated ability to communicate effectively
- Demonstrated ability to work in a team environment
- Experience or willingness to learn in operating a cash register, cash handling and computer skills (Microsoft Word, Outlook and Excel)

- Experience or willingness to learn in the events, retail and / or hospitality industry
- Sound judgement in dealing with the general public and in particular safety and security issues
- Knowledge of Australian art terms, methods and mediums and demonstrated passion and enthusiasm for the visual arts

Agreement

I,have read and understand the objectives and conditions of the above mentioned role.

Signature:

Date: