



ROLE DESCRIPTION

Job Ad Reference: QLD/QAG250509

Closing Date: Friday 3 November 2017

Position Title: Gallery and Visitor Services Officer
Classification: OO2
Position: Various
Location: Queensland Art Gallery/Gallery of Modern Art, Brisbane

ABOUT THE GALLERY

The Queensland Art Gallery | Gallery of Modern Art (The Gallery), Queensland's premier visual arts institution and a major cultural tourism attraction for Queensland, aims to connect art and people. The Gallery is located on the South Bank of the Brisbane River and is part of the Queensland Cultural Centre Precinct.

The Gallery currently has a multi-disciplinary staff of approximately 260 and a community access program that includes Volunteer Guides, Volunteer Information Officers and volunteers serving in the Library and Curatorial areas. The Gallery provides a dedicated regional program as well as offering professional services throughout the State. The Gallery is highly regarded for its innovative audience access strategies, and is recognised internationally for its leadership role in developing interactive art projects for children, through the Children's Art Centre.

The Gallery is a statutory body managed by the Queensland Art Gallery Board of Trustees under the *Queensland Art Gallery Act 1987*.

If you would like further information about the Gallery please visit our website at:

<http://www.qagoma.qld.gov.au/>

The Gallery's Vision and Mission Statements, and strategic principles are:

VISION

To be the leading institution for the contemporary art of Australia, Asia and the Pacific

MISSION

To engage people with art and artists through memorable and transformative experiences onsite and online

PRINCIPLES

- Access for all
- Recognition of Aboriginal and Torres Strait Islander peoples
- Leadership through research, learning and innovation
- Commitment to a sustainable, collaborative and inclusive culture

ABOUT THIS ROLE

The role of Gallery and Visitor Services Officer is to enhance the Gallery's public profile through positive interaction and information delivery with the public while also assisting the Gallery Services Team with ensuring the protection of Gallery property including art works.

The position has a key customer service role and interacts with the public to provide informative and educational information and assistance about the Gallery, the art and its activities. Gallery & Visitor Services Officers also ensure the conditions of entry are followed and maintain the Gallery's security and emergency management procedures.

KEY DUTIES

1. Provide front-of-house information services, consistent with the Gallery's Quality Service Standards, to enhance the experience of persons visiting the Gallery including:
 - supervising the Gallery Visitor Information desks and responding to telephone and face to face enquiries in a responsive, timely and accurate way while being friendly, helpful and polite;
 - offering guidance, direction and assistance to children and families interacting with artworks in a friendly, helpful and accurate manner. This may require:
 - physically assisting patrons entering and exiting artworks; and
 - standing for extended periods of time
 - providing information on Exhibiting artists and artworks as a means of educating and enriching visitors experience and appreciation for the arts;
 - providing information on and promoting Gallery exhibition programs and activities including cinema and children's art centre to maximise audience participation and accessibility;
 - provide information on Gallery amenities and services including cafe's, restaurant's, facilities, artmail (E-news), gallery membership;
 - undertake surveys to gather visitor feedback as a means of ascertaining audience satisfaction;
 - promote visitor awareness of the Gallery's Foundation appeals;
 - working as part of a team that relies on communication, punctuality and commitment to strict rosters;
 - promoting the Gallery's reputation by presenting a professional demeanour.
2. Help to ensure the safety of Gallery visitors, staff, property and exhibits. This includes:
 - patrolling Gallery spaces and staffing front-of-house posts and critical access points during Gallery hours;
 - discreetly monitoring the conduct of visitors to the Gallery in an attentive, but unobtrusive and diplomatic manner to ensure compliance with the Gallery's conditions of entry;
 - observing the condition of displayed works of art and reporting any instances of damage;
3. Assist with evacuations and other emergency situations in a safe, efficient and effective manner in line with established procedures.
4. Help to ensure policies and procedures are adhered to at entry points for visitors and the loading dock by:
 - following all documented policies and procedures
 - receiving visitors
 - receiving and dispatching goods including mail
 - receiving and transferring telephone calls
 - complete data entry using computerised software programs
5. Undertake a variety of tasks in response to Gallery needs in a changing environment. Such tasks may include assisting with:
 - the lifting and setting up of furniture and other equipment for functions, special events and as part of interdepartmental support role
 - basic administrative tasks such as photocopying, filing etc.;
 - the maintenance of an exhibition's presentation;
 - the checking of both artworks on display and emergency equipment
6. Adopt and promote relevant Gallery policies including: Code of Conduct; Workplace Health and Safety; Anti-Discrimination; and Sexual Harassment.

NOTE: The preferred candidate will need to participate in a Functional Capacity Evaluation to assess their ability to undertake the manual tasks described in 5 above

ARE YOU THE RIGHT PERSON FOR THE JOB?

The ideal applicant will be someone with experience in the hospitality/retail/customer service industries and can demonstrate the following capabilities as they apply to the key duties of the role:

Supports strategic direction – You follow direction from your supervisor to provide high quality customer service and you recognise how your work contributes to the achievement of team goals. You adhere to strict daily and weekly rosters to maintain staffing requirements. You know where to find information, and ask questions to ensure a better understanding of issues.

Achieves results – You maintain a high level of customer service as part of a front of house profile. You respond positively to change, share information with others and be adaptable and flexible when required. You work within procedures and independently on tasks required of the role.

Supports productive working relationships – You build positive relationships with team members and a range of clients. You respond to changes in client needs and expectations and report all relevant information through appropriate channels. You operate as an effective team member and work closely with team members to achieve results.

Displays personal drive and integrity – You act professionally at all times and operate within the boundaries of organisational processes and legal and public policy constraints.

Communicates with influence – You communicate clearly and in a manner that is easy to follow, you listen, understand and adapt your communication style to ensure you address the needs of different people and audiences. You report relevant information through appropriate channels.

ADDITIONAL INFORMATION

- Preferred applicants are required to undertake a criminal history check by Australian Police Services. Only information relevant to the position will be considered.
- Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role. Details are available in section 571 of the *Workers' Compensation and Rehabilitation Act 2003* (<http://www.justice.qld.gov.au/fair-and-safe-work/workers-compensation-and-rehabilitation/workers-compensation-and-rehabilitation-legislation/workers-compensation-and-rehabilitation-act-2003>).
- The Gallery is open 7 days a week and as such work is performed on a roster basis and includes weekend work, additional ordinary hours and some overtime. Overtime may include early starts, late finishes and/or rostered late hours functions. Part-time appointees will be substantively appointed to work rostered hours of 0.6 of a full-time position. Extended part-time appointees will be substantively appointed to work rostered hours of 0.78125 of a full-time position. However, it is preferable that part-time and extended part-time staff are available to work additional rostered hours as required. Additional ordinary hours worked beyond 0.6 and 0.78125 of a full-time position will be paid at ordinary rates of pay and attract pro-rata accrual of annual leave and sick leave.
- To ensure the Gallery is protected at all times, appointees must be ready to commence work and perform assigned duties at the designated commencement time of each shift.
- Appointees will be required to undertake training to acquire additional skills relevant to the needs of the position.
- As part of the protection/safety role, appointees will be required to spend periods of time when there is little activity or contact in a quiet environment and yet remain alert and aware.
- Appointees will be required to lift and handle equipment, furniture and works of art as part of a support role.
- Appointees will be required to undertake their duties in both the Queensland Art Gallery and Gallery of Modern Art building.
- Applications will remain current for up to 12 months after closing date where identical vacancies may become available in this time.
- Subject to Section 126 of the *Public Service Act 2008*, any successful applicant who is not a current permanent employee of the Queensland Public Service will initially be appointed for a minimum six-month probationary period.
- A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicles.
- All newly appointed employees to the Queensland public sector must disclose any previous employment as a lobbyist within the last two years.