



## ROLE DESCRIPTION

**Job Ad Reference:** QAGOMA498424  
**Closing Date:** Wednesday 10<sup>th</sup> of July 2024  
**Position Title:** Gallery and Visitor Services Officer (Indigenous Identified)  
**Position Type:** Casual  
**Classification:** OO2  
**Location:** Queensland Art Gallery | Gallery of Modern Art, Brisbane  
**Contact person:** GVSO Recruitment [GVSO.Recruitment@qagoma.qld.gov.au](mailto:GVSO.Recruitment@qagoma.qld.gov.au)

*To be appointed to a position, you must be an Australian citizen, have permanent residency status or a visa permitting you to work in Australia. You are required to notify the Queensland Art Gallery | Gallery of Modern Art if your right to work in Australia ceases.*

*This position is designated as Indigenous Identified.*

## ABOUT THE GALLERY

The Queensland Art Gallery | Gallery of Modern Art's (QAGOMA) vision is to be Australia's most inspiring and welcoming gallery, and a global leader in the contemporary art of Australia, Asia, and the Pacific. Our purpose is to connect people with the enduring power of art and creativity.

As a leading cultural tourism destination, QAGOMA presents a dynamic program of Australian and international exhibitions each year. We facilitate participation and learning relating to the arts as a means of building community cohesion and wellbeing, and we champion the work of diverse Queensland artists and stories. The Gallery's permanent collection of 20,000 works of art is developed and conserved for current and future generations, and includes an internationally significant collection of contemporary Asian and Pacific art. The Gallery is an arts statutory body managed by the Queensland Art Gallery Board of Trustees under the *Queensland Art Gallery Act 1987*. For more information please see the [Gallery's website](#) which includes our [Strategic Plan and Annual Reports](#).

We are committed to building a diverse and inclusive workplace by supporting equal opportunities irrespective of gender, culture, generation, sexual orientation or disability. We promote a respectful workplace culture. We recognise the importance of supporting and retaining a mobile, flexible and agile workforce.

## ABOUT THIS ROLE

The purpose of the role of a 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.

Through Gallery and Visitor Services Officer Indigenous Identified roles, the Gallery seeks to increase representation of First Nations people and voices in the Gallery Services Team and assist, where appropriate, in contributing to culturally responsive visitor services and staff culture. Work of this nature is recognised as an integral part of this Identified role. The position will have access to

support networks such as the Gallery's [Reconciliation Action Plan](#) Working Group, and will be invited to participate in a network of First Nations staff working across different sections of the Gallery.

## KEY DUTIES

1. Provide front-of-house information services, consistent with the Gallery's Great Visitor Experience 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 cafes, restaurants, facilities, artmail (E-news), Gallery membership;
  - undertake surveys to gather visitor feedback as a means of ascertaining audience satisfaction;
  - 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. These emergency situations can include:
  - Armed or unarmed offender;
  - Fire or smoke;
  - Chemical spills;
  - Workplace accidents;
  - Theft;
  - Medical emergency; and
  - An external emergency including vehicle incidents near the Gallery, chemical releases, industrial accidents or natural disasters.
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. Advance the objectives of the QAGOMA's Reconciliation Action Plan by:
  - Representing the Gallery Services Team on the Gallery's RAP Working Group
  - Seeking opportunities for the Gallery Services Team to contribute to the Gallery's RAP objectives, including through initiatives associated with National Reconciliation Week and NAIDOC Week
7. Adopt and promote relevant Gallery policies including Code of Conduct; Workplace Health and Safety; and Workplace bullying, sexual harassment discrimination and violence policy

**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?

We'll assess your merit for this role by looking at what you've done previously – the knowledge, skills and experience you've built, your potential for development, and your personal qualities.

Every staff member is expected to role model leadership behaviours. This role requires the leadership capabilities of an *Individual Contributor* as outlined in the [Leadership competencies for Queensland booklet](#)

As an *Individual Contributor*, the following competencies are most relevant to this role:

### Vision

- Prioritises tasks efficiently, in line with team commitments
- Demonstrates flexibility to changing expectations by proactively adapting own approach to reflect new requirements
- Remains composed during high-stakes situations

### Results

- Actively participates in team development opportunities, such as lessons learned conversations
- Communicates in a clear, succinct and deliberate manner, adjusting the message so that it resonates with different stakeholders
- Celebrates achievements in own and others' work
- Welcomes challenges in the delivery of work and demonstrates persistence in working through obstacles

### Accountability

- Considers the physical environment and carefully undertakes tasks with the safety and wellbeing of others in mind
- Demonstrates openness to diversity and supports practices that enable all individuals to participate to their fullest ability
- Actively seeks feedback and modifies approach to enhance own effectiveness
- Demonstrates respect and appreciation for legislation and policy frameworks by consistently operating to key standards

## HOW TO APPLY

To be part of the process please complete the [GVSO Employment Questionnaire](#)

***To be part of the process applicants are required to attend an information session. Please advise which information session you will be available to attend via this [link](#). The form will close in 10 days.***

### Indigenous Identified Position

This position is designated as Indigenous Identified. Under section 25 of the *Anti-Discrimination Act 1991 (QLD)*, it is a genuine occupational requirement for the incumbent to be an Aboriginal and/or Torres Strait Islander person. An Aboriginal and/or Torres Strait Islander person is one who:

- Identifies as an Aboriginal and/or Torres Strait Islander person; and
  - Is of Aboriginal and/or Torres Strait Islander descent; or
  - Is accepted as an Aboriginal and/or Torres Strait Islander by the Aboriginal and/or Torres Strait Islander community in which he or she lives.

### How to Apply for Indigenous Identified Positions

As part of the application process, applicants may be required to provide evidence of their Aboriginal and/or Torres Strait Islander descent, which could include a written assertion that you are of Aboriginal and/or Torres Strait Islander descent. You may also be required to provide:

- documentary evidence (a notarised Statutory Declaration) attesting to your Aboriginal and/or Torres Strait Islander descent. Full details and a template can be found here: [Commission Chief Executive Guideline 2/13: Evidence of Attribute - Aboriginal and/or Torres Strait Islander Identified Roles](http://www.forgov.qld.gov.au/documents/guideline/evidence-attribute-aboriginal-andor-torres-strait-islander-identified-roles) <http://www.forgov.qld.gov.au/documents/guideline/evidence-attribute-aboriginal-andor-torres-strait-islander-identified-roles>; and/or:
- A written reference (or nominated contact) from an Aboriginal person or a Torres Strait Islander person who can attest to their knowledge, skills or experience to demonstrate cultural capabilities as required. This person may be a community member, supervisor or work colleague.

***To be part of the process applicants are required to attend an information session. Please advise which information session you will be available to attend via this [link](#). The form will close in 10 days.***

## ADDITIONAL INFORMATION

- 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.
- 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 require the capacity to undertake training to acquire additional skills relevant to the needs of the position. This includes
  - Customer Service
  - Working with children
  - Assisting with evacuations and other emergency situations as previously listed
  - Armed Offender\*
  - Ensuring policy and procedure compliance at entry points as per conditions of entry and responsible conduct protocols.
  - Ensuring policy and procedure compliance at loading docks
  - Handling aggressive behaviour in public\*
  - Code of Conduct
  - Work Health and Safety

\*Training includes videos which depict real incidents and accidents from real workplaces and may contain graphic content that some people may find disturbing.

- 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.
- All applicants are encouraged to advise the panel of any additional support or reasonable adjustments required during the recruitment process in order to ensure they can demonstrate their ability to meet the inherent requirements of the role.
- Preferred applicants are required to undertake a criminal history check by Australian Police Services. Only information relevant to the position will be considered.
- Any successful applicant who is not a current permanent employee of the Queensland Public Service will initially be appointed for a minimum three-month probationary period.
- All newly appointed employees to the Queensland public sector must disclose any previous employment as a lobbyist within the last two years.
- Applications will remain current for up to 12 months after closing date where identical vacancies may become available in this time.
- A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicles.
- 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](#)
- If you are the successful applicant, the department will work with you to ensure reasonable adjustments are made in the workplace to enable you to work safely and productively.

To find out more about the Art Gallery please visit our website at [www.qagoma.qld.gov.au](http://www.qagoma.qld.gov.au).

<b>Rates of Pay</b>					
			<b>Temp / Perm</b>	<b>Casual</b>	<b>Notes</b>
		Ftn	p/h	p/h	
3002	1	\$2,065.60	\$27.18	\$33.43	As per the <a href="#">award</a> GVSOs are paid time and one-half on Saturdays, double time on Sundays and double time and one-half on Public Holidays. Additionally they receive time and one-half for the first three hours of overtime and double time after that.
	2	\$2,120.40	\$27.90	\$34.32	
	3	\$2,177.50	\$28.65	\$35.24	
	4	\$2,232.30	\$29.37	\$36.13	
	Q	\$2,252.85	\$29.64	\$36.46	