

POSITION DESCRIPTION

- POSITION:** NERAM Volunteer
- REPORTS to:** NERAM Front of House Co-ordinator
- HOURS:** As per rostered shift and/or Front of House - minimum of one session per month
- PURPOSE:** Support gallery operations in front of house, installation and de-installation of exhibitions, library, education and public programs as required

ABOUT THE ORGANISATION:

The New England Regional Art Museum (NERAM) is a not-for-profit Company Limited by Guarantee that manages one of the leading regional art galleries in New South Wales, with six Gallery exhibition spaces, modern café, an artist residence, art class studio, Gallery shop and the Museum of Printing.

NERAM receives annual funding support from the Armidale Regional Council, the New South Wales Government (Arts NSW) and from the Margaret Olley Art Trust. NERAM also continues raising funds and project support from other funding bodies and supporters - including the NERAM Foundation and the Packsaddle group. Museum income is also generated through shop and merchandise sales, Friends of NERAM Memberships, art class registrations, selling exhibitions, business sponsorships and private donations.

NERAM holds a number of significant collections including the Howard Hinton Collection, the Chandler Coventry Collection, the Armidale City Collection and the New England Regional Art Museum (NERAM) Collection - which cover a broad range of Australian art history across the visual arts. NERAM hosts exhibitions curated from its collections, visiting art exhibitions from around Australia and by local artists as well as a program of educational programs and activities for all ages.

NERAM's Mission is to provide a well-resourced cultural centre that embraces dialogue, interaction and learning; that encourages the exploration and discovery of our outstanding collections and that connects our community and its visitors with art.

The Volunteer Program at NERAM provides an opportunity for members of the community to support the gallery through donating their time to help with essential aspects of our operations. The program aims to meet the requirements of the NERAM Volunteer Policy (available on our website).

RESPONSIBILITIES:

Volunteers are expected to provide a high standard of customer service to the public, welcome visitors and provide accurate and consistent information about NERAM exhibitions, programs, products and merchandise.

Volunteers can express a preference to work in any of these duties below

Front of House:

- Greet visitors and guests, provide them with information about exhibitions on display and answer their general enquiries
- Sale of shop merchandise, art class registrations, Friends memberships, donations, artworks in selling/fundraising exhibitions and exhibition tickets;
- Answering telephone enquiries, taking bookings, collecting visitor information and reporting issues to gallery staff;
- Monitoring gallery spaces and exhibitions;
- Ensuring exhibitions, front of house and Museum Shop areas are presentable at all times.

Exhibition installation:

- Preparing exhibition spaces to present exhibitions (layout, painting etc.)

- Assisting NERAM Director, Curator and Registrar and other staff with delivery and installation/dismantling of exhibitions, movement of artworks, mounting and presentation of artworks, lighting, audio-visual equipment and furniture;
- Preparation of other exhibition materials (eg: labels, design elements, etc.).

Public programs:

- Supporting marketing and promotions of gallery exhibitions and programs;

Library/Archiving:

- Cataloguing and recording publications, press clippings and exhibition material;
- Maintaining Howard Hinton Library and other NERAM publications.

Schools/Education:

- Assist with school groups and arts/educational activities for children and adults;
- Conducting tours of collections, exhibitions and facilities.

Functions:

- Assisting at functions and events, exhibition openings and talks;

Museum of Printing:

- Assist with front-of-house activities in the Museum of Printing;
- Support practical printing and educational activities in Museum;
- Cleaning and maintenance of printing equipment, type collections and displays.

Notes:

- *Volunteers may occasionally be invited to assist with offsite arts activities and promotional events organised by NERAM;*
- *The Friends of NERAM Inc. provide extra volunteer support at exhibition openings and other events (including catering and drinks) and NERAM Volunteers may also be asked to assist;*
- *Exhibition installation only occurs approximately every 6-8 weeks as required by the program and does require an element of physical work.*

TRAINING:

New volunteers receive an induction and training in general NERAM procedures before being rostered for tasks according to their preferences. Further training and ongoing mentoring is available for volunteers as they gain experience in their role/s.

Training provided may include: Cash register and shop sales; Handling artworks and exhibition installation; General gallery operations, information and customer service processes.

Ongoing training for volunteers includes talks, updates and presentations about art and exhibitions on display as well as specific training sessions (TBA) at regular Volunteer meetings.

USEFUL SKILLS AND EXPERIENCE:

We are looking for people who can show that they have:

- Self-motivation, enthusiasm and a positive work ethic
- Problem solving skills and attention to detail
- Ability to work with the general public.
- Commitment to community service and lifelong learning principles.

KEY SELECTION CRITERIA:

- **KSC1:** Demonstrates good interpersonal, communication and customer service skills.
- **KSC2:** Ability to work with people from a diverse range of backgrounds on a variety of tasks.
- **KSC3:** Intention to learn more about the arts.