

## POSITION DESCRIPTION

**Date: 18 May 2021**

**POSITION:** Gallery Assistant

**REPORTS to:** Front of House Co-ordinator

**HOURS OF WORK:** Part-Time role, 14 hours per fortnight working alternate weekends, plus event work as required

**REMUNERATION:** \$21.18/ hr

**JOB PURPOSE:** To support the running of the gallery including weekend visitor services, retail operations and provides support to exhibitions, functions and events.

## 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 galleries of exhibition spaces, a café, artist residence, art class studio, shop and the Museum of Printing.

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 own 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 receives annual funding support from the Armidale Regional Council, the New South Wales Government through Create NSW and from the Margaret Olley Art Trust. NERAM also raises funds and project support from other funding bodies and supporters including the NERAM Foundation and the Packsaddle group. NERAM generates additional income through entrepreneurial and philanthropic activities including shop and merchandise sales, memberships of the Friends of NERAM Inc., art class registrations, selling exhibitions, business sponsorships and private donations.

NERAM Supported by



Margaret Olley Art Trust



Major Sponsors



## **POSITION RESPONSIBILITIES:**

To oversee the operations of the art museum, including over the weekend (opening and closing, working with volunteers and retail operations; supporting functions, workshops and events). May also be called upon to assist with delivery of other NERAM activities.

### **Front of House:**

- Oversee, deliver and monitor Front of House operations to ensure that visitors have a pleasant and positive experience;
- Ensure that NERAM is open and closed on time, that display areas are clean and presented well and that all areas are accessible;
- Handle and document any WHS or other incidents and issues as required;
- Implement approved Front of House procedures, training and supervision of volunteers as required;
- Oversee day-to-day security requirements for exhibition spaces and artworks.

### **Retail operations:**

- Day-to-day retail and shop trading including customer service; pricing, presenting and displaying stock, stocktaking, sourcing potential merchandise and items;
- Check stock displays, prices and presentation, report when new stock is required, prevent theft or breakages;
- Practise safe cash handling techniques
- Make sure sales are processed through register correctly, collect payments, operate register, EFTPOS and give change;
- Provide training/support and supervision to volunteers as required;
- Supervise closing out register and preparing till at end of day, reconcile shop takings and ensure all banking procedures are securely followed.

### **Customer Service:**

- Create a friendly and welcoming atmosphere;
- Meet the customer service and presentation standards set by management;
- Display up-to-date knowledge of exhibitions, shop products, NERAM programs and activities;
- Assist customers with enquiries and feedback;
- Provide feedback and suggestions to Front of House Co-ordinator as needed;
- Promote customer enjoyment through appropriate engagement.

### **Gallery duties:**

- Support the presentation of programs of events and activities at NERAM;
- Assist with promotion and presentation of NERAM exhibitions, events and programs if required;
- Assist with seeking customer feedback through surveys, questionnaires and competitions;
- Assist with exhibition and program documentation including spreadsheets, attendance figures and sales records.

### **General:**

This role will be required to work at the information desk during opening hours in frontline delivery of visitor services.

Other responsibilities will include:

- Provide support to other NERAM staff, Friends of NERAM Inc, NERAM Foundation, sponsors and stakeholder groups for planning and delivery of programs as required;
- Ensure that the work environment and public spaces meet cleanliness and WHS requirements at all times.

May be required to undertake further training and assist with other duties.

**Personal attributes:**

NERAM is looking for employees to join a small creative team of people who are:

- Self-motivated, enthusiastic and can demonstrate a positive work ethic;
- Experienced problem solvers and pay attention to detail;
- Able to engage with a broad spectrum of the general public;
- Professional in both conduct and behaviour;
- Able to apply principles of EEO and WHS in the workplace.

**Key Selection Criteria:**

**KSC1:**

A Certificate III in Business Administration or equivalent workplace experience (minimum 2-3 years) in arts, retail, tourism or hospitality sectors;

**KSC 2:**

Demonstrated experience in retail operations, systems and procedures;

**KSC 3:**

Demonstrated cash handling skills with experience in POS systems, EFTPOS facilities and float reconciliation;

**KSC 4:**

Demonstrated capacity to work independently in a flexible environment and a willingness to perform a variety of tasks as required, a willingness to work weekends as required by roster and other schedules;

**KSC 6:**

Strong customer service focus and good interpersonal and organisational skills;

**Desirable:**

- An interest in and/or experience of art gallery and museum operations;
- Experience in working in a niche sales/retail/commercial environment;
- Experience in working with volunteers;
- A current First Aid certificate or be prepared to undertake relevant course.