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ABN 47 131 297 731

POSITION DESCRIPTION

Date: 13 April 2022

POSITION: Front of House Co-ordinator

REPORTS to: Director

HOURS OF WORK: 28 hours a week over four days

JOB PURPOSE: Support gallery operations including Front of House; Museum Shop; Volunteers Program; co-ordinating Functions and Bookings; and co-ordinating Public Programs

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'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.

NERAM receives annual funding support from the Armidale Dumaresq Council, the New South Wales Government through Arts 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.

RESPONSIBILITIES:

NERAM's Front of House activities are the most prominent interaction with our visitors. This role is responsible for ensuring that NERAM presents as professional, friendly and inclusive when interacting with the general public and the wider community. This role is also responsible for generating income through the Museum Shop, Functions and Public Programs.

Front of House:

- Oversee, deliver and monitor Front of House operations to ensure that visitors have a pleasant and positive experience;
- Develop and implement Front of House procedures and training for volunteers and staff as required;
- Provide up-to-date wayfinding, site interpretation and NERAM corporate communications around Gallery through temporary signage and promotional collateral about NERAM's current activities;
- Develop and maintain bookings, calendars and scheduling procedures and processes for NERAM and external events/activities including planning volunteer and other resource requirements (catering, equipment, furniture, AV etc);
- Oversee day-to-day security and invigilation requirements for exhibition spaces and artworks;
- Collection and analysis of data including visitor numbers and feedback; membership information; sales and donation figures.

Museum Shop:

- Researching and sourcing shop merchandise and publications;
- Work with Director and other staff to commission new products that reflect NERAM's locale, collections and mission;
- Co-ordinate stock control and processing orders, consignment artists, contractors and suppliers;
- Oversee Point of Sale (POS) system including reports on shop profits; training staff and volunteers; maintenance and systems updates;
- Overseeing Museum Shop purchasing budget targets and accounts in conjunction with the Finance Officer;
- Review shop layout, products, signage and displays to maximise sales;
- Liaise with NERAM staff about cash handling and sales reporting; planning, resources and design requirements.

Volunteers program:

Supervise/delegate all aspects of the NERAM Volunteer Program & Recruitment under the NERAM Volunteer Policy, including:

- In consultation with Director recruit, induct and retain appropriately skilled volunteers for all aspects of NERAM's programs (including Front of House, administration and exhibition installation teams);
- Develop feedback, reward and recognition processes for volunteers;
- Develop, implement and review procedures, ongoing training and special events for volunteers;
- Develop monthly volunteer rosters and schedules, as well as back-up procedures for absences;
- Supervise, assist and interact with volunteers on front desk on a daily basis;
- Co-ordinate regular communications and liaison with volunteers to keep them informed about NERAM planning, programs and activities.

Functions and bookings:

Co-ordinate the NERAM's operations as a function space with reference to NERAM Venue Hire Policy, including:

- Support the presentation and delivery of NERAM's own program of events and activities (eg exhibition openings, events, workshops, educational and fundraising programs);
- Co-ordinate NERAM's ongoing business as a function venue including planning event packages;
- Liaise with existing and new commercial and community customers;
- Work with contractors, caterers, performers and other external agencies to meet customer expectations;
- In consultation with the Director co-ordinate business development including expansion of customer base, optimising function opportunities, developing new function concepts and packages to appeal to new audiences.

Art Classes:

Co-ordinate the ongoing delivery of NERAM's program of art classes and workshops including:

- Plan annual program of art classes, workshops and residencies with other NERAM staff;
- Liaise with artists to plan and deliver programs each term including contracts, fees and other resource requirements;
- Oversee bookings, registration procedures and systems by customers and identify new opportunities through regular evaluation and surveys;
- Oversee classroom/studio including stock control of art materials and consumables; equipment, furniture and presentation.

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 in planning and delivery of programs if required;
- Ensure that the work environment and public spaces meets cleanliness and WHS requirements at all times.

Occasional after hours work will be required including assisting with functions.

Personal attributes:

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

- Self-motivated, enthusiastic and possess a positive work ethic;
- Have problem solving skills and attention to detail;
- Ability to positively engage with the general public;
- Display professional and friendly conduct and behaviour;
- Understand principles of EEO, WHS and apply them in the workplace.

Key Selection Criteria:

KSC1:

A Certificate IV in Business Administration or equivalent workplace experience (minimum 2-3 years).

KSC 2:

Demonstrates excellent communication, interpersonal and customer service skills.

KSC 3:

Experience in co-ordinating, developing and delivering high quality visitor services and programs.

KSC 4:

Ability to work independently with capacity to prioritise and manage own time to meet deadlines and agreed team expectations.

KSC 5:

Demonstrates high level computer skills, including familiarity with POS systems, spreadsheets and word programs.

KSC 6:

Demonstrates sound planning, organisational and requisite financial skills.

KSC 7:

A current Class C Drivers Licence, Working with Children Check and Responsible Service of Alcohol Card.

Desirable:

- Understanding and knowledge of best practice in volunteer management/co-ordination;
- Experience in working in a sales/retail/commercial environment;
- Basic knowledge of graphic design and website program skills (eg indesign, powerpoint, wordpress etc);
- A current First Aid certificate or be prepared to undertake relevant course;
- An appreciation or enthusiasm for art and culture.