

<b>The Position:</b>	Visitor Services & Volunteer Manager
<b>Reports to:</b>	Deputy Director & Chief Operating Officer
<b>Division, Work Unit:</b>	Commercial Operations
<b>Term:</b>	Full-time position - ongoing
<b>Salary:</b>	\$80,138 + superannuation per annum (3A)
<b>Location:</b>	55 Little Malop Street, Geelong VIC 3220
<b>Start Date:</b>	Monday 11 November, with additional training days to be confirmed
<b>1. Gallery purpose:</b>	<p>Geelong Gallery's purpose is to provide an inclusive experience of art that will enrich people's lives.</p> <p>Geelong Gallery is impactful through four strategic pillars:</p> <ol style="list-style-type: none"> <li><b>Creative &amp; Cultural Leadership:</b> to play a distinctive leading role in the public gallery sector, and to enrich the creative and cultural life of our community and region by sharing in and activating the City of Greater Geelong's vision of a 'clever and creative city'</li> <li><b>Business Excellence:</b> to ensure a robust and progressive creative industries business that delivers economic benefit to the region through cultural tourism and the visitor economy.</li> <li><b>Equity &amp; Learning for Everyone:</b> to connect and empower people by demonstrating and promoting equity, diversity, inclusion, access, and lifelong learning.</li> <li><b>A Future Gallery:</b> to deliver a significantly expanded Gallery as a priority infrastructure project of local and State significance and realise the next major milestone towards the completion of the Geelong Cultural Precinct Masterplan.</li> </ol>
<b>2. Gallery visitor service mission</b>	<p>Geelong Gallery's Visitor Services mission is to provide an exceptional and inclusive visitor experience. We strive to enhance the visitor experience in scope and exceed expectations, leading to repeat visitation and increased word of mouth promotion.</p> <p>With a personalised approach, we seek to attend to and anticipate all visitor needs, questions and desires. Our organisation prides itself on availing visitors with accurate and concise information for exhibitions and works of art on display, in a warm and friendly manner. The visitor experience is at the heart of Geelong Gallery's visitor service mission.</p>
<b>3. Primary focus of the position:</b>	<p>Reporting to the Deputy Director &amp; Chief Operating Officer, the specific focus of this position is to lead the Visitor Services and volunteer teams to deliver the best visitor experience at a leading regional Gallery; to ensure visitor satisfaction through the delivery of high-quality, pro-active customer service to physical, telephone and online visitors; manage the recruitment, training and day-to-day management of the Visitor Services and volunteer teams; oversee all aspects of exhibition and event ticketing, community group, educational, and tour bookings, and well as all daily operational activities.</p> <p>Geelong Gallery's Commercial Operations team comprises of Visitor Services, the Volunteer Program, Retail, Partnership and Fundraising, Membership and Events. Commercial Operations are integrated with all other aspects of the Gallery, including its exhibitions and collection, education and public programs, marketing and communications.</p> <p>This role will directly support industry standards of excellence for the visitor experience with a focus on promoting repeat visitation.</p> <p>The incumbent will lead all aspects of the Gallery's daily frontline operations and staff, including customer service, ticketing, safety &amp; security, program</p>

	<p>bookings, events, administration and coordination of volunteer staff, and work closely with the Commercial Operations team to meet the Gallery's Service Mission and the organisation's visitor expectations.</p> <p>The Visitor Services &amp; Volunteer Manager position is a multitasking role operating in a flexible team environment.</p>
<p><b>4. Key Responsibilities</b></p>	<ol style="list-style-type: none"> <li>1. Manage and lead the Visitor Services staff including the recruitment, training, rostering, supervision and professional development of paid and volunteer staff.</li> <li>2. Monitor and review existing policies and procedures, and initiate further research, development and benchmarking of administrative processes.</li> <li>3. Oversee the structure and ongoing development of the Visitor Services core team including key roles: Visitor Services Officer—Events and Bookings Coordinator, Visitor Services Officer—Weekend Managers, in addition to part-time and casual positions.</li> <li>4. Manage the structure and scope of the Gallery's volunteer program including recruitment, training, rostering and communications in liaison with relevant department managers</li> <li>5. Identify and establish additional avenues for volunteer involvement within Gallery operations and coordinate internships across all departments, including recruitment, rostering and communications.</li> <li>6. Maintain vigilance and enforce regulations governing the protection and security of works of art, the public and staff across the entire site, including opening up and locking down.</li> <li>7. In consultation with the Director, Deputy Director, and Buildings and Spaces Manager, report and maintain OHS and First aid incident documentation and contribute to the implementation of OHS policies.</li> <li>8. In the event of an emergency, have the ability to lead and manage the Gallery's emergency response procedures, coordinate first aid and emergency response training across the organisation. Act as First Aid Officer on duty, Fire Warden, and Child safety Officer. Oversee the documentation of working with children checks across the organisation.</li> <li>9. Maintain a current knowledge of national visitor services programs, management practices and comparative contemporary gallery practices and visual culture.</li> <li>10. Lead the Visitor Services team to operate prompt and efficient ticketing systems across exhibitions and events; to support, advocate and promote shop sales and membership, to perform daily reconciliations, provide a clean and safe working environment and monitor and report on visitor feedback and complaint resolution</li> <li>11. Assist in the coordination of Gallery events during core and non-core hours, including all aspects of preparation and pack down. Support the Visitor Services Officer—Events to plan, roster and deliver Gallery events and venue hire bookings. Oversee Liquor licensing and RSA qualifications.</li> <li>12. Support Gallery administrative needs and tasks, and delegate administrative projects to Visitor Services team members as required.</li> <li>13. Work closely with key commercial operations team members;             <ol style="list-style-type: none"> <li>a. The Retail Manager to ensure seamless delivery of customer service across reception and store stations, promote sales and adequate staffing of the Gallery store.</li> <li>b. The Learning and Audience Engagement Manager to deliver public programs and events, provide appropriate staffing, and facilitate targeted and engaging visitor experiences. Support work experiences programs and encourage employment pathways through Youth Ambassador and volunteer programs.</li> <li>c. The Partnerships and Fundraising Manager to promote philanthropic giving, and to identify and maintain positive relationships with key stakeholders.</li> </ol> </li> </ol>

## POSITION DESCRIPTION

	<ul style="list-style-type: none"> <li>d. The Membership Coordinator to promote membership and Gallery experiences, and volunteer program benefits</li> <li>e. The Marketing Manager to set-up and manage event and exhibition ticketing platforms, research and implement best practice ticketing procedures.</li> <li>f. The Curatorial team to provide appropriate research and resources to develop staff knowledge of current displays, deliver exhibition briefings and contribute to major exhibition planning.</li> </ul> <ol style="list-style-type: none"> <li>14. Research and understand best practice for accessible and inclusive Gallery experiences, develop appropriate procedures and training to deliver equitable Gallery experiences.</li> <li>15. Support HR operations by managing the recruitment, onboarding and succession planning for Visitor Services staff and volunteers, and support recruitment for other roles as required. Identify key areas for training across the organisation, as lead by relevant strategic planning.</li> <li>16. Act as Mental Health First Aider, and promote a welcoming, supportive and safe work environment for all staff.</li> <li>17. Engage with relevant volunteer networks, and tourism bodies to promote the Gallery as a key tourism offering for the region. Ensure relevant accreditations are renewed and up to date.</li> </ol>
<p><b>5. Professional practice</b></p>	<ol style="list-style-type: none"> <li>1. Contribute to and support the Geelong Gallery's mission, and participate in organisational initiatives and activities as required (including ensuring a safe and healthy environment for colleagues, visitors and stakeholders).</li> <li>2. Participate in Geelong Gallery's corporate life including attendance at and assistance with openings, stakeholder events and other after-hours programs as required</li> <li>3. On occasion to perform other duties or undertake special projects in addition to the above key responsibilities as deemed appropriate</li> </ol>
<p><b>1. Key selection criteria:</b></p>	<p>The successful candidate must possess the following attributes in order to perform well in this role:</p> <ol style="list-style-type: none"> <li>1. Demonstrated management experience in a customer service environment</li> <li>2. Experience in the management and ongoing training of staff and or volunteer workers</li> <li>3. Demonstrated skills in the use of systems related to ticketing, booking and point of sale systems</li> <li>4. Demonstrated high-level administration experience including rostering and procedure writing</li> <li>5. Demonstrated experience in the implementation of OHS/public liability, site security and risk management procedures and documentation</li> <li>6. Demonstrated ability to deliver corporate and individual goals on time and within budget</li> <li>7. Excellent negotiation and presentation skills, and clear and articulate written and oral communication skills</li> <li>8. Excellent computing skills including knowledge of MS Office and database applications.</li> </ol>
<p><b>2. Other relevant skills, knowledge &amp; experience:</b></p>	<p>The successful candidate should also have:</p> <ol style="list-style-type: none"> <li>1. Genuine interest in working within the not-for-profit sector and/or the arts industry</li> <li>2. First aid, fire warden and mental health first aider qualifications desirable</li> <li>3. Well-developed interpersonal skills</li> <li>4. Highly organised with a flexible approach when dealing with competing priorities</li> <li>5. An appreciation for cultural diversity and an ability to work with people from diverse background</li> </ol>

<b>3. Other relevant information:</b>	<ul style="list-style-type: none"><li>• The successful candidate will be subject to a six-month probationary period.</li><li>• Office hours are 9.00am to 5.30pm Monday to Friday with weekend and after-hours work when required.</li><li>• This role is required onsite during office hours.</li><li>• The successful applicant will be required to undergo security clearances performed by the Victorian Police Records Check.</li><li>• Geelong Gallery is an Equal Opportunity Employer and operates a smoke-free work environment.</li></ul>
<b>4. About the role statement:</b>	This role statement is intended to provide an overall view of the role but in addition to this document, the specifics of the role will be described in business work plans.

Applications should include a covering letter addressing the Key Responsibilities and additional paragraphs per criteria addressing the Selection Criteria of the Position Description.  
**Applications should be submitted by 11:59pm Tuesday 5 November 2024.**

[andrew@geelonggallery.org.au](mailto:andrew@geelonggallery.org.au)

or

Andrew Deane  
Deputy Director & Chief Operating Officer  
Geelong Gallery  
55 Little Malop Street  
Geelong VIC 3220

Confidential telephone conversations to discuss this role can be arranged with the Deputy Director & Chief Operating Officer, Andrew Deane at [andrew@geelonggallery.org.au](mailto:andrew@geelonggallery.org.au)