Geelong Gallery

POSITION DESCRIPTION

The Position:	Visitor Services & Volunteer Program Manager
Reports to:	Deputy Director
Division, Work Unit:	Commercial Operations
Term:	This is a full-time position for a fixed term, two-year contract
Salary range:	$62,000 to $65,000 plus 9.5% superannuation (Band: 2C)
Location:	55 Little Malop Street, Geelong VIC 3220
Start Date:	As an integral role it is important that the successful candidate commences as soon as practicable

1. Gallery Mission:	Geelong Gallery aims to contribute to the life and well-being of the city by operating the best regional gallery in Australia, with strong community engagement based on the excellence of its collection, its creative lifelong learning experiences and innovative exhibitions.
2. Primary focus of the position:	Geelong Gallery's commercial operations aim to generate a significant stream of revenue for the organisations overall operations and encompass Visitor Services, the Volunteer Program, Retail, 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 and the Geelong Gallery Foundation. Reporting to the Deputy Director - Commercial Operations and Development, the specific focus of this position is to ensure visitor satisfaction through the delivery of high-quality, pro-active customer service to physical, telephone and online visitors by the Visitor Services and volunteer teams. The incumbent will lead all aspects of the Gallery's daily frontline operations and staff, including customer service, admissions, safety & security, program bookings, events, administration and coordination of volunteer staff. [Membership and shop roles will report directly to the Deputy Director and together all 4 people will form part of the Commercial Operations team]. The Visitor Services & Volunteer Program Manager position is a multitasking role operating in a flexible team environment.
3. Key Responsibilities	1. Manage and lead the Visitor Services staff including the recruitment, training and supervision of paid and volunteer staff 2. Monitor and review existing policies and procedures, and initiate further research, development and benchmarking of administrative processes. 3. Manage the structure and scope of the Gallery's volunteer program including recruitment, training, rostering and communications in liaison with relevant department managers 4. Identify and establish additional avenues for volunteer involvement within Gallery operations and coordinate internships across all departments, including recruitment, rostering and communications. 5. 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. 6. In consultation with the Director, Deputy Director, join the OHS Committee, maintain OHS register and incident logs and contribute to the development of policies. 7. In the event of an emergency have the ability to lead and manage the Gallery's emergency response procedures and coordinate first aid and emergency response training across the organisation

	8. Maintain a current knowledge of national visitor services programs management practices and comparative contemporary gallery practices and visual culture 9. 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 10. Assist in the coordination of Gallery events during core and non-core hours, including all aspects of preparation and pack down.
4. Professional practice	1. Contribute to and support the Geelong Gallery mission, and participate in organisational initiatives and activities as required (including ensuring a safe and healthy environment for colleagues, visitors and stakeholders). 2. Participate in Geelong Gallery's corporate life including attendance at and assistance with openings, stakeholder events and other after-hours programs as required 3. On occasion to perform other duties or undertake special projects in addition to the above key responsibilities as deemed appropriate
1. Key selection criteria:	The successful candidate must possess the following attributes in order to perform well in this role: 1. Demonstrated minimum of two years management experience in a customer service environment 2. Experience in the management and ongoing training of staff and or volunteer workers 3. Demonstrated skills in the use of systems related to ticketing, booking and point of sale systems 4. Demonstrated high-level administration experience including rostering and procedure writing 5. Demonstrated experience in the implementation of OHS/public liability, site security and risk management procedures and documentation 6. Demonstrated ability to deliver corporate and individual goals on time and within budget 7. Excellent negotiation and presentation skills, and clear and articulate written and oral communication skills 8. Excellent computing skills including knowledge of MS Office and database applications.
2. Other relevant skills, knowledge & experience:	The successful candidate should also have: 1. Genuine interest in working within the not-for-profit sector and/or the arts industry 2. First aid and fire warden qualifications desirable 3. Well-developed interpersonal skills 4. Highly organised with a flexible approach when dealing with competing priorities 5. An appreciation for cultural diversity and an ability to work with people from diverse background
3. Other relevant information:	• The successful candidate will be subject to a six-month probationary period. • Office hours are 9.00am to 5.30pm Monday to Friday with weekend and after-hours work when required. • The successful applicant will be required to undergo security clearances performed by the Victorian Police Records Check. • Geelong Gallery is an Equal Opportunity Employer and operates a smoke-free work environment.
4. About the role statement:	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.

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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 5pm Monday 11 February 2019**.

penny@geelonggallery.org.au
or
Penny Whitehead
Deputy Director—Commercial Operations & Development
Geelong Gallery
55 Little Malop Street
Geelong VIC 3220

Confidential telephone conversations to discuss this role can be arranged with the Deputy Director, Penny Whitehead at penny@geelonggallery.org.au