Visitor Activity Assistant  
NGA Level 1  
Position Number 6024

The Learning & Access Department of the National Gallery of Australia (NGA) is responsible for providing innovative learning and access programs for local, national, and international audiences. Visitor Activity Assistants form part of the team delivering the visitor engagement strategy of programs and events across the Gallery including assisting with the delivery of family programs and staffing within the NGA Play activity space.

Visitor Activity Assistants aim to enrich the experience of visitors to the NGA, including families, children and special access audiences, and provide opportunities to engage with works of art on display and expand understanding of art through various creative activities and services produced by the Learning and Access Department.

Duty Statement:

1. Engage with visitors to the NGA and the NGA Play space in a genuinely welcoming, helpful and enthusiastic manner.

2. Assist with activities for families and children whilst being mindful and aware of the security of works of art on display and the safety of visitors.

3. Respond to the needs of visitors including families, children and special access audiences in an inclusive, friendly and creative way to ensure a positive experience.

4. Provide support to ensure programs and activities are well presented and maintained.

Selection Criteria:

1. Excellent communication and interpersonal skills and a commitment to the delivery of exceptional customer service to a diverse audience. Experience working with family groups and children aged 12 years and under is highly desirable.

2. Demonstrated ability to work as part of a team and to work flexibly.

3. An interest in and knowledge of the visual arts and the NGA Collection.

4. A level of fitness corresponding with the duties of the position which will involve standing for extended periods.

Job Specific WH&S Requirements / Information for Supervisor and Occupant
The successful applicants must be able to work on a rotating rostered basis across a seven-day week including public holidays.

The Visitor Activity Assistant is responsible for ensuring they have a current Working with Vulnerable People check before commencing duties at the National Gallery of Australia. Information about the check can be found at: http://www.ors.act.gov.au/community/working_with_vulnerable_people

The Visitor Activity Assistant is responsible for taking all reasonable steps to protect their own safety and that of other employees and visitors and for acting in accordance with the NGA’s WH&S policies and procedures.

Administrative details:

Position: Visitor Activity Assistant
Classification: NGA level 1
Program: Curatorial, Public Programs, Corporate & Commercial Services
Section: Learning Programs
Immediate Supervisor: Programs Coordinator
Status: Casual
Hours: As required