



Position title	Art Store Sales Assistant
National Gallery level	NGA Level 2
Position number	2223 & 2226
Employment type	Ongoing – Part-time & casual
Department	Art Store
Portfolio	CFO and Commercial
Immediate supervisor	Art Store Supervisor
Direct reports	N/A
Position location	National Gallery, Parkes, Kamberri/Canberra
Requirements	Australian Citizenship Police Check Physically fit

ABOUT THE GALLERY – ABOUT OUR TEAM

The National Gallery is one of Australia’s leading visual arts institutions. The National Gallery is based in Canberra and is a vital part of the Australian cultural landscape. Our Purpose is to collect, preserve, promote and share the national collection of art. The Vision of the National Gallery is to be the international reference point for art in Australia, inspiring all people to explore, experience and learn. Our Values include Boldness, Integrity, Respect and Excellence.

WORKING AT THE GALLERY

When you work at the National Gallery you will be exposed to some of the world’s leading Australian and international art and artists. We are located in the National triangle on the waterfront and your lunchtimes can be spent in our beautiful sculpture garden or around Lake Burley Griffin.

We support flexible working practices, including working from home, and you will have access to low-cost, onsite car parking.

The National Gallery is committed to the health, safety and wellbeing of our people and we expect our people to share this commitment and always work safely.

We value the contribution that a diverse workforce brings and encourage people from a diverse background to apply. This might include identifying as First Nations peoples, people with a disability, culturally and linguistically diverse people and LGBTQIA+ people.

WHAT YOU WILL GAIN FROM THE EXPERIENCE - OVERVIEW OF THE ROLE

The Art Store is an integral part of the visitor journey, offering a unique range of products delivered by staff who pride themselves on exceptional customer service. Our aim is to create an inspiring and memorable shopping experience for all our visitors.

Our team is seeking enthusiastic sales assistants to join our dynamic, fast paced retail environment.

Successful candidates can expect to engage with artisan objects as well as homewares, jewellery, and a wide range of other items. These include posters, postcards and magnets featuring works from the Gallery collection. You will learn product knowledge from the buying team as well as attend presentations from the Gallery’s curatorial staff who will share their extensive knowledge of the Gallery’s collection and special exhibition programs.

The Art Store roster operates on a fortnightly pattern and shifts will be distributed based on visitation to the gallery. The part -time positions will work on a rotating pattern (below) and will require a commitment to the patter A or pattern B roster. If you wish to apply for the part-time position, please indicate which pattern would be preferable.

PATTERN A							
	MON	TUE	WED	THU	FRI	SAT	SUN
Week 1			9:00 - 17:15	9:00 - 17:15	9:00 - 17:15	9:00 - 17:15	9:00 - 17:15
Week 2			9:00 - 17:15	9:00 - 17:15			
PATTERN B							
	MON	TUE	WED	THU	FRI	SAT	SUN
Week 1	9:00 - 17:15	9:00 - 17:15					
Week 2	9:00 - 17:15	9:00 - 17:15			9:00 - 17:15	9:00 - 17:15	9:00 - 17:15

SKILLS AND CAPABILITY - OUR IDEAL CANDIDATE

Our ideal candidate will have at least one years’ experience working in retail or hospitality.

You are highly motivated with a passion for great customer service.

You thrive in a fast-paced environment and can juggle multiple responsibilities, seeing them through to completion.

You respect punctuality and presentation.

You are a strong team player, and collaborate well with colleagues, treating everyone with respect and courtesy.

You take initiative and can work both independently and as part of a team.

You are a clear communicator, both written and verbally.

You are someone who responds flexibly to change.

You have a positive attitude and act professionally.

THE KEY DUTIES OF THE POSITION - WHAT WILL YOU DO?

In accordance with the APS 2 work level standards, you will:

- Provide pro-active, personable, and informed customer service to visitors to the Art Store.
- Respond to routine enquiries from visitors in person, phone, and email whilst maintaining a high standard of verbal and written communication. Take steps to follow up with visitors and managers where required.
- Collaborate within the larger Art Store team to maintain the visual merchandising and appearance of the Art Store. Ensure the visitors journey throughout the Art Store is an exciting experience.
- Ensure an active contribution to a safe and secure workplace by identifying and reporting WHS hazards and incidents.
- Assist with annual and rolling stocktakes and other high priority tasks including Art Store 'pop up' shopping experiences.

WHO ARE WE LOOKING FOR?

To be successful in this role you will need to show proven experience, or can develop the following,

You can:

1. Listen to, understand, and recognise the needs of others.
2. Negotiate confidently.
3. Demonstrate self-awareness and a commitment to personal development.
4. Commit to action.
5. Respond positively to change.
6. Take responsibility for managing work projects to achieve results.

ELIGIBILITY:

Citizenship - To be eligible for employment with the Gallery, you must be an Australian citizen.

Police Check: to be eligible for this role you must complete a police check.

ROLE SPECIFIC REQUIREMENTS INCLUDE:

- Employees in these roles need to be physically fit - high level of manual handling, reaching, bending, or squatting, pushing and/or pulling with repetitive movement including lifting items over 15kg.
- Employees in these roles will need to complete a safe work practices induction upon commencement.

HOW TO APPLY

To apply for this role please forward your **CV, statement, and personal particulars form** to artstorerecruitment@nga.gov.au.

You should provide a tailored CV (**maximum of three pages**) along with a **statement** of no more than **400 words** that outlines your skills, capabilities, and experience, against the 'Our ideal candidate' information above.

In your statement response you should keep in mind the capabilities and behaviours required to be successful for this role, as identified in the 'Who are we looking for?' section. Try not to duplicate information that can be

found in your CV but do highlight any specific examples or achievements that demonstrate your ability to perform the role.

As part of your application process, we ask that you also complete the personal particulars form as well.

An order of merit may be established from this selection process and may be used to fill future identical vacancies over the next 12 months. Selection may be based on application and referee reports only. If you do not wish to be added to an order of merit, please notify us in your application.

WORK, HEALTH & SAFETY OBLIGATIONS

The National Gallery is committed to the health, safety and wellbeing of our people and we expect our people to share this commitment and work safely at all times.

This role is required to ensure that they meet duty of care obligations as required under WHS legislation. This is achieved by:

- being accountable and taking ownership of health and safety matters within their control or ability to promote a culture of health and safety within the National Gallery
- working with colleagues to enhance health and safety and ensure that it becomes a part of everyday National Gallery business.
- completing health and safety reporting in an accurate and timely manner.

CONTACT

Further information about the position may be obtained by contacting Rose Townsend on +61 6240 6783 or artstorerecruitment@nga.gov.au