



---

Position title	Booking Officer
National Gallery level	NGA Level 3
Position number	Position No. 6019
Employment type	Non-ongoing – until April 2024 – Part-time – 4 day a week
Department	Learning
Portfolio	Learning and Digital
Immediate supervisor	Operations Coordinator
Direct reports	N/A
Position location	National Gallery, Parkes, Kamberri/Canberra
Requirements	Australian Citizenship Police Check

---

### **ABOUT THE GALLERY**

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 excellence, creativity, courage, respect, and accountability.

### **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 parliamentary 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 work safely at all times.

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.

## OVERVIEW OF THE ROLE

The Booking Officer works as part of the Education team within the Learning and Digital Portfolio. The Education section at the Gallery deliver informative and educational programs to schools, tertiary and other audiences that enrich their understanding and appreciation of the Gallery's collection and artistic programs.

Over 50,000 students visit the Gallery each year through the Gallery's Education program.

The primary role of the Booking officer is to coordinate bookings for education groups, responding to requests, scheduling and communicating with customers in a friendly and timely manner. The role works closely with the Education Manager, Operations Coordinator and Artist Educators.

This position of Booking Officer is a non-ongoing part-time role within the Education team.

## OUR IDEAL CANDIDATE

Our ideal candidate is friendly, customer-focused person with well-developed written and verbal communication skills. You will be able to build and maintain positive and effective relationships with a wide range of stakeholders, in particular external clients in the education sectors and tourism industry.

You have a demonstrated ability to undertake a range of administrative tasks with attention to detail and can apply new work processes and procedures in any administrative area.

You are flexible, and able to work under pressure to effectively manage peak periods.

You respond to change in a positive and flexible manner and are able to share information with others and can adapt to an ever-changing environment.

## WHAT WILL YOU DO?

In accordance with the APS 3 work level standards, you will:

- Coordinate all school bookings for the National Gallery's Education program including but not limited:
  - responding to booking requests
  - liaising with Gallery staff and external customers, including teachers and tour coordinators
  - administration of group bookings and
  - timely, effective and friendly communication.
- Coordinate the Gallery's use of the Book Canberra Excursions portal and associated software.
- Liaise with internal and external stakeholders, monitor daily deliverables and escalate issues where necessary to you manager.
- Analyse basic data and prepare associated reports including maintaining records to produce statistical data, contribute to reporting, prepare promotional material and rosters, and respond to inquiries.
- Develop and maintain relevant knowledge in relation to procedures and equipment.
- Undertake straightforward planning in relation to technical work.

## WHO ARE WE LOOKING FOR?

To be successful in this role you will need to demonstrate, or have the ability to develop the following,

You will:

1. **Support the shared purpose and direction** of the Education and Learning department to effectively coordinate booking requests and liaise with internal and external stakeholders.
2. Have the ability to **communicate clearly** and **listens to, understand and recognise the needs of others** and can articulate in oral and written forms, so as to provide a high quality of customer service when engaging with internal and external stakeholders.
3. **Act with integrity**, showing judgement and professionalism in all that you do to reduce risk within your team and the broader Gallery and when representing the Gallery with external stakeholders.

## **HOW TO APPLY**

You should provide a tailored CV (**maximum of three pages**) along with a statement of no more than **two pages** 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.

To apply for this role please forward your application to [recruitment@nga.gov.au](mailto:recruitment@nga.gov.au).

## **Qualifications, Certifications and Registrations**

To be eligible for this role you **must**

- hold an Australian Citizenship, and
- satisfy a police check.

Role specific desirable qualifications certification and/or registrations include:

- Working with Vulnerable People Card (ACT) (or the ability to obtain).

## **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.

## **Contact**

Further information about the position may be obtained by contacting Victoria Bennett on +61 2 6240 6717 or [victoria.bennett@nga.gov.au](mailto:victoria.bennett@nga.gov.au).