



Position title	Membership Programs Officer
National Gallery level	NGA Level 4
Position number	Position No. 2403
Employment type	Non-ongoing, 12 months – full-time (with the opportunity to become Ongoing)
Department	Visitor Experience
Portfolio	Marketing, Communications and Visitor Experience
Immediate supervisor	Membership Assistant Manager
Direct reports	N/A
Position location	National Gallery, Parkes, Kamberri/Canberra
Requirements	Australian Citizenship Police Check

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 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 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 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 National Gallery is seeking an enthusiastic event and programs officer to join the Marketing, Communications and Visitor Experience portfolio.

The Membership team delivers the Gallery's membership program and services. With a membership base of over 10,000 members the aim of the program is to provide incredible opportunities that encourage diverse audiences to foster a stronger connection with the Gallery, and to continuously enrich the experience of current members through programs and content shared at the Gallery, online and on tour. The Membership team is part of the Visitor Experience department, and you will work closely with colleagues across the department to deliver world-class experiences.

The Marketing, Communications and Visitor Experience portfolio works to attract and engage diverse audiences, grow earned revenue to support the Gallery's work, position the brand, and create inspiring and memorable experiences for everyone who visits.

The Membership Programs Officer develops and coordinates our member events and works closely with other Gallery stakeholders to deliver Membership e-Communications. Together with the Senior Membership Officer and Membership Administration Officer, you will contribute to the continuous improvement of the Membership offering and assisting in the growth of the membership audience.

This position reports to the Membership Assistant Manager. And is a full-time 12-month non-ongoing role in the Visitor Experience team, with the opportunity to become an ongoing.

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.

OUR IDEAL CANDIDATE

Our ideal candidate will be a talented event coordinator with in-depth communications knowledge and experience, who will work with us to build membership engagement for the Gallery. You are customer-focused and will use your expertise to deliver engaging and inclusive member programs.

Your highly developed organisational skills, excellent oral and written skills, ability to prioritise, and excellent attention to detail will enable you to see projects from concept to completion and will ensure you can operate efficiently and with integrity in all that you do within an ever-changing and dynamic environment.

As someone with outstanding communication skills, you see value in building strong and positive relationships with internal and external stakeholders. You work collaboratively with your team, peers and senior leadership to deliver win-win outcomes.

Ideally, you will have experience working in cultural institutions, such as galleries and museums, or experience working in membership or loyalty programs in other sectors.

WHAT WILL YOU DO?

In accordance with the APS 4 work level standards, you will:

- Coordinate the Members events programs, including event planning, event delivery and evaluation.
- Be the key liaison for internal stakeholders and external suppliers involved in members event delivery, ensuring effective communication and coordination across all aspects of the events.
- Responsible for the Members Lounge benefit, ensuring the space is well-maintained, welcoming, and accessible to all Members. This space is staffed and supported by the Visitor Experience team.
- Carry out membership communications campaigns such as appeals and mailouts, administration of Members monthly members newsletter, and other digital communications, including coordination and liaison with the Gallery's marketing team.
- Assist with members enquiries and bookings regarding the membership programs received via phone, email and in person at the Gallery.

- Utilise the customer relationship management (CRM) system for the updating and maintaining membership records and processing bookings, ensuring data integrity is maintained.
- Ensure accurate membership records are maintained and procedural documents are kept up to date.

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:

- **Be versatile and flexible** when supporting the shared purpose and direction of the National Gallery
- Have the ability to manage your workload to **achieve results** often working with tight timeframes and competing priorities.
- Have the ability to **communicate clearly and confidently** both verbally and in writing, including listening to understand and adapt to your audience when sending out communication pieces to internal and external stakeholders.
- Be able to **build and sustain positive working relationships** with a diverse range of stakeholders, including vendors, Gallery employees and members of the public.
- Have the ability to **act with integrity at all times**, showing sound judgement and professionalism in all that you do when delivering outcomes, and representing the Gallery.
- Be able to **research, interpret and analyse information** to draw accurate and evidence-based conclusions and inform your senior management of outcomes.

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.

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

To apply for this role please forward your application to recruitment@nga.gov.au.

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.

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 Alex Reinhold via email, alexandra.reinhold@nga.gov.au.