



Position title	Visitor Experience Coordinator
National Gallery level	NGA Level 5
Position number	Position No. 6023
Employment type	Ongoing – Part-time – 7-day fortnight
Department	Visitor Experience
Portfolio	Marketing, Communications and Visitor Experience
Immediate supervisor	Visitor Experience and Membership Manager
Direct reports	Visitor Experience Host (Casuals)
Position location	National Gallery, Parkes, Kamberri/Canberra
Requirements	Australian Citizenship Police Check Working with Vulnerable People Check (ACT) (or ability to obtain) Provide First Aid certificate (or ability to obtain)

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 National Gallery (the Gallery) is seeking a professional, motivated and highly personable Visitor Experience Coordinator to play a key role in the visitor experience function. This role will see you providing daily supervision of the front facing team of Visitor Experience Hosts and overseeing the visitor services operation, the Visitor Experience Coordinator ensures the Gallery’s visitor experience is welcoming, inclusive, safe and enjoyable.

The Visitor Experience team shapes and enhances the public’s experience of the Gallery. The Visitor Experience Coordinator oversees the daily operation of concierge, ticketing and membership sales, switch and visitor feedback. The position works closely with security, commercial and facilities teams, collaborating and communicating effectively to ensure all aspects of the visitor experience from arrival and ticketing to wayfinding and building amenity are delivered with excellence and care.

The Visitor Experience team is part of the Marketing, Communications and Visitor Experience portfolio, who work 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 Visitor Experience Coordinator reports to the Visitor Experience & Membership Manager and is responsible for the day-to-day coordination of the Visitor Experience Host Team. This position is an ongoing, part time role, working 7 days per fortnight, as shown below, including during school and public holidays. The Gallery is currently recruiting for two Coordinators, one to work Pattern A and another to work Pattern B.

The Gallery is open every day of the year (except Christmas Day) from 10am – 5pm.

PATTERN A							
	THU	FRI	SAT	SUN	MON	TUE	WED
Week 1	9:00 - 17:30						9:00 - 17:30
Week 2	9:00 - 17:30	9:00 - 17:30	9:00 - 17:30	9:00 - 17:30			9:00 - 17:30
PATTERN B							
	THU	FRI	SAT	SUN	MON	TUE	WED
Week 1		9:00 - 17:30	9:00 - 17:30	9:00 - 17:30	9:00 - 17:30	9:00 - 17:30	
Week 2					9:00 - 17:30	9:00 - 17:30	

OUR IDEAL CANDIDATE

Our ideal candidate has demonstrated experience supervising front of house / customer service teams with the ability to motivate, develop and focus a team to deliver organisational objectives. Ideally, you will have experience working in visitor attractions, such as galleries or museums, or if not, then you will have experience supervising frontline teams in the hospitality or retail sectors.

As someone who loves to work with people, you will bring high level interpersonal and communication skills including empathy and the ability to negotiate and liaise effectively with a diverse range of stakeholders in complex situations.

Our ideal candidate has well-developed administrative skills, including the preparation of statistics and information for management, the development of staffing rosters and completion of assigned tasks with accuracy, strong attention to detail and within deadlines. Experience utilising a ticketing system will be advantageous.

As someone who develops and seeks out creative solutions to problems, you are passionate about achieving the best possible outcomes for your team, the Gallery, and our visitors. You believe in continuous improvement and welcome any feedback as an opportunity to grow and improve.

When challenges arise, such as system failures or emergency situations, you are guided by your experience and knowledge of organisational procedures, remaining calm and ensuring that your team and our visitors have the support they need until the situation is resolved.

WHAT WILL YOU DO?

In accordance with the APS 5 work level standards, you will:

1. Ensure the effective daily operation of the Gallery's visitor services including concierge, ticketing, membership sales and renewals and switchboard.
2. Coordinate the Visitor Experience Host team and day-to-day operations through planning, organising, and directing the use of available resources.
3. Provide duty manager level supervision to the Visitor Experience Host team, conducting daily team briefings, preparing staff training materials and updates, staff rostering, and providing performance feedback.
4. Identify knowledge and skills gaps and provide support, training and guidance to ensure customer service levels are met and tasks are completed accurately and in a timely manner.
5. Work in partnership with security to manage and de-escalate visitor experience issues and first aid incidents, ensuring adherence to Gallery Policies and Standard Work Procedures, including records management.
6. Under the guidance of the Visitor Experience & Membership Manager, manage visitor feedback and complaints ensuring they are recorded and responded to in a timely and professional manner and utilised for continuous improvement.
7. Contribute positively to visitor experience team planning, developing objectives for short-term tasks and participating in strategic planning for longer-term initiatives to improve the quality and efficiency of services.

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. **Think laterally** by identifying and assisting in the implementation of improving work practices by understanding the working environment and you will contribute to the development of plans, strategies and team goals.
2. **Understand and communicate clearly** the reasons for decisions and recommendations to others. You will be able to confidently presents messages in a clear, concise and articulate manner and focusing on key points and uses appropriate, unambiguous language.
3. Commit to **achieving quality outcomes** and adheres to documentation procedures. You will see your projects through to completion, by monitoring your project progress and manages priorities.
4. **Value individual differences and diversity** by trying to see things from different perspectives and treat people with respect and courtesy.
5. **Promote and adopt a positive and balanced approach** to your work by focusing on achieving objectives even in difficult circumstances and remaining positive and respond to work pressures in a calm manner.

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.

Qualifications, Certifications and Registrations

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

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

Role specific mandatory qualifications certification and/or registrations include:

- Working with Vulnerable People Check (ACT) (or ability to obtain)
- Provide First Aid certificate (or 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 Stefan Giammarco on +61 2 6240 6701 or stefan.giammarco@nga.gov.au.