



Position title	Visitor Services Host
National Gallery level	NGA Level 1
Position number	Position No. 6034
Department	Visitor Experience
Portfolio	Marketing, Communications and Visitor Experience
Employment type	Non-ongoing – Part-time (7 days per fortnight)
Immediate supervisor	Visitor Experience Coordinator
Direct reports	N/A
Position location	National Gallery, Parkes, Kamberri/Canberra
Requirements	Australian Citizenship Police Check Working with Vulnerable People Check (ACT) (or the ability to obtain)

ABOUT THE GALLERY

The National Gallery is one of Australia’s leading visual arts institutions. The 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 inspire creativity, inclusivity, engagement and learning through artists and art. Our Mission is to lead a progressive national cultural agenda by championing art and its value in our lives. Our Values include excellence, creativity, courage, respect, and accountability.

The Visitor Experience Team is all about serving the Gallery’s visitors and helping ensure they have the best experience possible.

Our Visitor Services Hosts are the face of the Gallery, they assist with:

- Welcoming visitors
- Ticketing
- Wayfinding
- Membership
- The Art Store
- Phone enquiries and
- Email enquiries.

The role is supported by the Visitor Experience Coordinators and Visitor Experience & Membership Manager.

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, 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 applications are encouraged from First Nations people, people with a disability, culturally and linguistically diverse people and LGBTQIA+ people.

OVERVIEW OF THE ROLE

The Visitor Experience (VE) Team is the face of the National Gallery, helping to ensure all our visitors have the best experience possible. The Visitor Services Host role is the heart of the VE Team and the first Gallery staff that visitors interact with. The role works across all service areas, including the Gallery and exhibition entry, ticketing, the Art Store, phone and email enquiries and general assistance across the Gallery.

This position of Visitor Services Host is a non-ongoing, part time role, within our fun and energetic Visitor Experience Team. This position reports to the VE Coordinators and is supported by the Visitor Experience & Membership Manager. The role is responsible for providing frontline, on-site assistance to our visitors during our Cressida Campbell and Angelica Mesiti exhibitions.

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

There are multiple positions available and will be recruited to work either of the below 7 day per fortnight patterns. Opportunities for overtime are also available.

PATTERN A							
	THU	FRI	SAT	SUN	MON	TUE	WED
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
PATTERN B							
	THU	FRI	SAT	SUN	MON	TUE	WED
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	

OUR IDEAL CANDIDATE

Our ideal candidate loves interacting with people and is driven by providing great customer service. The role is diverse and can be fast paced in an everchanging environment. The ideal candidate will have excellent written and oral communication with fantastic interpersonal skills, which will allow you to build a rapport with visitors in the short time they visit the Gallery.

As well as being the face of the Gallery for our visitors, you are also their champion and seek positive change within the Gallery that improves on their experience.

You enjoy working in a team environment and sharing your knowledge with staff and visitors alike. You have a high level of personal accountability and will see tasks through to completion.

You ideally have previous experience in retail, hospitality, or another face-to-face customer service role.

If you're someone who likes being part of a team, having diversity in your role and every day being different this is the role for you!

WHAT WILL YOU DO

In accordance with the APS 1 work level standards, you will:

1. Interact with visitors throughout the Gallery and assist with processing ticket's
2. Assist the Art store with retail, stocking and sales transactions
3. Assist with processing membership transactions
4. Collect and maintain accurate data as part of processing transactions for the Art store
5. Contribute to the continuous improvement of quality and efficiency of services and work processes within the VE Team

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. Have an understanding of how your own work contributes to the **achievement of team goals**
2. **Seek information** to be able to respond to visitor enquiries and to provide a positive visitor journey
3. Treat visitors and co-workers with **respect and dignity at all times**
4. Be able to **adapt your communication style** and approach, to ensure you are able to address the needs of different audiences such as visitors and employees of the Gallery, when communicating
5. Promote and adopt a **positive and balanced approach** to your work
6. Be able to think strategically by demonstrating an **awareness** for issues that may impact on work tasks and those around you.

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 'Skills and Capability - 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 Australian Citizenship
- satisfy a police check., and
- Working with Vulnerable People Check (ACT) or the ability to obtain

Role specific mandatory qualifications certification and/or registrations include:

- Customer service experience in a retails or public facing role will be to your advantage

Work, Health & Safety Obligations

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.

Note: In line with National Gallery recruitment practices, you must hold Australian Citizenship and satisfy a police check. The requirement to hold Australian Citizenship may be waived under exceptional circumstances.