



Position title	Operations Coordinator
National Gallery level	NGA Level 6
Position number	Position No. 6106
Employment type	Ongoing – Full-time
Department	Learning
Portfolio	Learning and Digital
Immediate supervisor	Public Programs Manager
Direct reports	Tours Coordinator 2 x Booking Officer 2 x Learning Assistant
Position location	National Gallery, Parkes, Kamberri/Canberra
Requirements	Australian Citizenship Police Check A Working with Vulnerable People card (ACT) (or the 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 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 Learning Team delivers programs and events across multiple audience areas, including adult programs, kids and families, young people, students and teachers, access audiences and outreach activities.

We deliver programs onsite, online and on tour to engage national audiences of life-long learners with the National Gallery's collection and exhibitions program.

The Operations Coordinator makes this work possible by overseeing complex operational systems, processes, resourcing and day-to-day functions across the Learning Department.

The position is responsible for leading a high performing team to deliver superior customer service, including responsibility for a team of full-time and casual staff with responsibility for bookings of school programs, guided tour and access programs. The role oversees the deployment of resources across programs, including rostering of casual Artist Educators, Learning Facilitators, Emerging Learning Facilitators and Learning Assistants, ticketing and venue management.

In the delivery of exceptional customer service, the role will address and resolve arising difficulties and complex matters that require detailed information gathering and investigation to achieve cooperation and satisfactory outcomes for clients and partners.

In addition, the Operations Coordinator is responsible for contributing to business improvement practices across the Learning Team. The role will evaluate working methods and use initiative, technical expertise, specialist knowledge and originality in problem solving to support continuous improvement.

The Operations Coordinator is responsible for coordinating statistics and reporting for the department, including data collection and analysis, using sound judgement and professional knowledge to inform decision-making.

In addition, the Operations Coordinator provides specialist project management support for major events such as the National Visual Arts Education Conference and the opening weekend events for major exhibitions.

This position reports jointly to the Education Manager and Public Programs Manager and is responsible for supervising the Tours Coordinator, Bookings Coordinator and casual Learning Assistants.

This position is an ongoing full-time role within the Learning Team.

OUR IDEAL CANDIDATE

Our ideal candidate is an experienced and specialist coordinator in operational services for programs, including venue management, rostering, ticketing, CRM and web CMS.

You will have in-depth technical knowledge to manage the complex operational delivery of learning programs and events, oversee bookings and process tours. This includes deployment of resources and the scheduling of casual employees, ensuring coverage across peak periods to deliver learning programs and coordinating venue bookings across the department.

To be successful in this role you will have experience managing a high-performing team, devising and implementing business improvement strategies, and coordinating multiple systems and resources for major programs and events. You have experience engaging with internal and external stakeholders.

You have demonstrated experience managing complex, competing priorities and unexpected situations, while maintaining a calm and efficient working environment for your team and stakeholders.

You are committed to collaborative practice and are able to work with colleagues across the Gallery to develop effective systems and processes. You have experience in implementing system changes with teams.

You have demonstrated experience in administrative roles and sound knowledge of project management processes.

You share the National Gallery's commitment to centring First Nations voices and perspectives.

WHAT WILL YOU DO?

In accordance with the APS 6 work level standards, you will:

1. Manage operational services within the Learning Department, including venue management, scheduling, ticketing and CRM, rostering and timesheets for casual Learning Assistant employees.
2. Support management of Artist Educators and Learning Facilitators, including rostering and record keeping, assigning and communicating daily task allocation and shift information. Support the Education manager with recruitment, training, meetings and retention of casual staff.
3. Assist in improving business systems and take responsibility for day-to-day running of activities across the department, building the capacity of specialist employees to focus on strategic programming outcomes.
4. Coordinate and manage operations of the Tim Fairfax Learning Studio, including resource use and management of systems.
5. Manage bookings services for guided tours and school program delivery, through supervision of the Bookings Coordinator and Tours Coordinator.
6. Manage operational delivery of school and guided tour programs, including coordination of staff and volunteer guiding processes, front of house operations for groups and risk management. Support the operational delivery of Public Programs through supervision of Learning Assistant staff, overseeing department wide operational meetings and processes.
7. Manage the National Gallery's operational relationship with the National Capital Education Tourism
8. Project and represent the Gallery at network meetings.
9. Supervise the casual Learning Assistants, including recruitment, training, rostering and workflow.
10. Support the Learning Team in the coordination of project management requirements of funded projects and processes around audience data collection and collation.
11. Support WH&S and Risk Management processes for the Learning Department.

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:

- Have effective stakeholder engagement skills to partner with senior managers, line areas, and other stakeholders to improve business systems and strategic programming outcomes for the Gallery.
- Have the ability to communicate with influence, including listening actively and clearly articulating your message in oral and written forms, so as to provide a high quality of customer service when engaging with internal and external stakeholder and organising and managing the casual Learning Assistant workforce.
- Have experience in managing the workload of you and your team to achieve results, often working with tight timeframes and competing priorities within an ever-changing environment.
- Act with integrity, showing judgement and professionalism in all that you do to reduce risk within your team and the broader Gallery.
- Be versatile, flexible and creative in aligning your work with the strategic priorities of the National Gallery and communicating this to your team.

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.

ADDITIONAL INFORMATION - 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:

- Hold a current 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.
- completing health and safety reporting in an accurate and timely manner.

Contact

Further information about the position may be obtained by contacting Georgia Close on +61 2 6240 6560 or Georgia.close@nga.gov.au.