



Position title	Art Store Coordinator
National Gallery level	NGA Level 5
Position number	Position No. 2225
Employment type	Ongoing – Full-time
Department	Commercial
Portfolio	CFO and Commercial
Immediate supervisor	Retail Manager & Buyer
Direct reports	Art Store Supervisor Art Store Clerk Logistics Officer
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 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 (the Gallery) is seeking a professional, motivated and highly personable Art Store Coordinator to play a key role in Art Store functionality and the retail cycle.

This role will see you providing coordination support and daily supervision to the front-facing team of Art Store Supervisors and Clerks together with the back-of-house Logistics Officer. You will oversee team management, recruitment, on-boarding and training of new team members in the end-to-end workflow of the Art Store. You will be responsible for the retail service delivery operation ensuring the Art Store experience is welcoming, enjoyable and exceeds visitor expectations.

You will develop, implement and maintain Standard Operating Procedures and Instructions for processes within the Art Store with a particular focus on providing strong training with regards to product knowledge, visual merchandising and exceptional customer service. You will lead the annual stocktake process ensuring the value and integrity of the inventory is in accord with the retail strategy and commercial objectives.

You will be responsible for setting and monitoring the Art Store's performance targets on a day-to-day basis, ensuring that the store is always appropriately stocked and presentable.

The position works closely with security, visitor experience and facilities teams, collaborating and communicating effectively to ensure all aspects of the visitor experience from arrival to departure are delivered seamlessly with excellence and care.

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

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.

The position of Art Store Coordinator is an ongoing full -time role, within our fun and energetic Commercial Team and reports to the Art Store Manager. The Art Store team is part of the Chief Finance Officer and Commercial portfolio, who work to grow non-government commercial revenue, position the brand, and create inspiring and memorable experiences for everyone who visits the National Gallery.

The position would be on a shared on-call rotation every third weekend.

OUR IDEAL CANDIDATE

Our ideal candidate has the ability to supervise retail front of house service teams and the skills to motivate, develop and focus a team to deliver organisational objectives.

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 complete tasks within deadlines.

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.

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 our ever-changing environment. You will have excellent interpersonal and sales experience skills together, with a high level of personal accountability, which will allow you to see tasks through to completion. You enjoy working in a team environment and sharing your knowledge with team members and visitors. You will understand the key contribution of the Art Store in the visitor journey.

When challenges arise, you are guided by your supervisory experience and knowledge of organisational procedures, remaining calm and ensuring that your team has the support they need.

You ideally have previous experience in supervising retail, hospitality or another face-to-face customer service environment. If you are someone who likes coordinating teams, and 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 5 work level standards, you will:

1. Ensure the effective daily operation of the Gallery's Art Store and coordinate the Art Store team's operations through planning, organising, and directing the use of available resources.
2. Provide duty manager level supervision to the Art Store team, conducting daily team briefings, preparing staff training materials and updates, staff rostering, and providing performance feedback.
3. Develop a reporting system which captures visitor feedback to assist the team in improving merchandise ranges, product and service delivery.
4. Contribute positively to the Art Store 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 within the Art Store.
5. Work closely with the logistics team ensuring the inventory management system accurately reflects the gallery's stock holdings both on and off-site locations, while also efficiently coordinating rolling and annual stocktakes.

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 present messages in a clear, concise and articulate manner and focus on key points and using appropriate, unambiguous language.
3. Commit to **achieving quality outcomes** and adhere to documentation procedures. You will see your projects through to completion, by monitoring your project progress and manage 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.
6. Work with your team by **sharing learnings and supporting others**.
7. **Harness information and opportunities** to promote the Art Store, National Gallery and its products and exhibitions.
8. **Commit to action** by ensuring that the Art Store is a must visit destination while at the Gallery.

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. **Security Assessment:** The successful applicant will be required to obtain and maintain a Baseline/Negative Vetting Level 1 security clearance. Ongoing employment in this role requires the successful candidates to maintain a high-level security clearance. Loss of a security clearance at any time will lead to termination of employment.

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:

- Previous experience in retail, hospitality or another face-to-face customer service environment will be to your advantage.

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 Karen Bustamante on +61 2 6240 6526 or karen.bustamante@nga.gov.au.