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Position title	Visitor Experience Host
National Gallery level	NGA Level 2
Position number	Position No. TBC
Employment type	Casual
Department	Visitor Experience
Portfolio	Marketing, Communication and Visitor Experience
Immediate supervisor	Visitor Experience Coordinator
Direct reports	N/A
Position location	National Gallery, Parkes, Kamberri/Canberra
Requirements	Australian Citizenship Police Check

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## **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 is seeking enthusiastic customer services professionals to join the Visitor Experience and Membership team in our front-facing host positions.

The Visitor Experience (VE) team welcomes people to the National Gallery and aims to provide exceptional customer service to domestic and international visitors and National Gallery members. Hosts are responsible for providing frontline assistance to visitors including concierge, ticketing, membership services, wayfinding, accessibility support, phone and email enquiries, feedback support, exhibition invigilation and assistance for some programs and events. In providing these services, Hosts communicate and interact with a wide range of people and liaise with staff across the Gallery. Hosts also assist with the operation and servicing of members in the Members Lounge.

Successful candidates can expect to work in a busy customer-focused environment requiring strong verbal communication, resilience and interpersonal skills. This role includes the requirement to stand for periods of up to 3hrs at a time while working and undertake some manual handling responsibilities such as movement of bollards, chairs and restocking of marketing collateral.

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

There are multiple positions available and casual hosts are provided a fortnightly roster and are invited to attend a monthly team information and training evening.

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.

This position of Visitor Experience Host is a casual role, within our fun and energetic Visitor Experience and Membership team. This position reports to the Visitor Experience Coordinator and is supported by the Visitor Experience and Membership Manager.

## **OUR IDEAL CANDIDATE**

Our ideal candidate is skilled in customer service and has demonstrated experience in a front facing role. You build rapport with people easily and use your strong interpersonal ability to successfully engage with a diverse audience.

You are agile working in a busy customer-facing role and proactive in assisting visitors, providing excellent customer service and problem solving to enhance all aspects of a visitor's journey. A strong team player, you identify opportunities for improvement and show initiative in completing tasks and supporting the visitor experience function.

Experience in ticketing and/or using a customer relationship management (CRM) system to process transactions and update visitor information is desirable.

This role involves interacting with the public face-to-face as well as over the phone and via email and our ideal candidate is personable and resilient and has excellent written and verbal communication skills.

You enjoy working in a customer-orientated team environment and sharing your knowledge with staff and visitors alike. As well as being the face of the Gallery that welcomes visitors, you are also their champion and seek positive change within the Gallery that improves on their experiences.

If you're someone who likes being part of a proactive 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 2 work level standards, you will:

1. Provide exceptional, proactive, personable and informed customer service to visitors to the National Gallery in a range of locations including main entry, Members Lounge and entry to major exhibitions.
2. Operate the Gallery's switchboard and email enquiries inbox, maintaining high standard of verbal and written communication and taking steps to follow up where required.
3. Use the Gallery's Customer Relationship Management (CRM) system to process tickets, sell memberships and record visitor information maintaining strong data accuracy.
4. Be the first point of contact for feedback and complaints, resolving in a sensitive and timely manner, and/or escalating where necessary.
5. Maintain a high level of knowledge relevant to visitors about the National Gallery, including the national collection, exhibitions, events and amenities; confidently communicating information and highlights to visitors.
6. Ensure an active contribution to a safe and secure workplace by monitoring visitor behaviour and wellbeing, promoting adherence with the National Gallery conditions of entry, identifying and reporting WHS hazards and incidents.
7. Contribute ideas and participate in initiatives to improve the Visitor Experience function participating in daily briefings, debriefings, evaluations, team meetings and training to support continual improvement.

## 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** and uses established guidelines 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 '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](mailto: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**

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 Working with Vulnerable People Check (ACT) (or the ability to obtain and maintain)

**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 Alexandra Reinhold at [alexandra.reinhold@nga.gov.au](mailto:alexandra.reinhold@nga.gov.au).