



Position title	Art Store Supervisor
National Gallery level	NGA Level 3
Position number	Position No. 2220 and 2221
Employment type	Ongoing – Part-time – 7-day fortnight roster
Department	Commercial Operations
Portfolio	CFO and Commercial
Immediate supervisor	Assistant Manager Retail
Direct reports	Art Store Clerk
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 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 Art Store is a place where people can take a piece of their National Gallery experience home. The position of Art Store Supervisor will take a lead role in driving the Art Store’s performance targets on a day-to-day basis.

Supported by the Assistant Manager Retail, the role will ensure the Art Store is always appropriately stocked and presentable, as well as providing a superior level of service for complex and high value items which require greater product knowledge and training.

The Art Store Supervisor position undertakes a broad range of duties in the retail cycle, with a particular focus on providing strong product knowledge and exceptional customer service. This position has financial delegation to do refunds where required.

The position of Art Store Supervisor is an ongoing, part-time role, within our fun and energetic Art Store Team and reports to the Assistant Manager Retail. The role is responsible for providing frontline, on-site assistance to our valued customers in the Art Store.

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.

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

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

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 our ever-changing environment. You will have excellent interpersonal and sales skills, which will allow you to build rapport with visitors in the short period they visit the Gallery.

You don’t like things to look untidy or poorly stocked so you revel in making sure that your retail space always looks the best it can. Being in retail sales you most likely enjoy the challenge of beating your prior days’ sales performance.

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

You ideally have previous experience in retail, hospitality, or another face-to-face customer service environment. If you are 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 3 work level standards, you will have the following key responsibilities:

1. Actively engage with customers within the Art Store, process retail transactions and provide a great customer experience.
2. Collect and maintain accurate data as part of processing transactions for the Art Store.

3. Contribute to the daily operations of the Art Store by ensuring that stock is available for sale on the floor and is well displayed.
4. Provide additional support within the Art Store for more complex transactions, such as refunds.
5. Contribute to the continuous improvement of quality, efficiency of services and work processes within the Art Store.

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. **Apply** your professional expertise while also **building and creating** a professional customer service experience with visitors to the Art Store when interacting and processing transactions and sales.
2. **Listen to and understand** the needs of your customers and be able to **adapt your communication** as required.
3. Work with your teammates by **sharing learnings and supporting others** across the Gallery.
4. **Harness information and opportunities** to promote the Art Store, National Gallery and its products and exhibitions.
5. **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.

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:

- 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.

Contact

Further information about the position may be obtained by contacting Sandra Christie on +61 2 6240 6540 or Sandra.christie@nga.gov.au.