



Position Description

Position Summary

Position Title:	Gallery Services Officer
Position Status:	Part-time, 21 hours (3 days) per week (to be worked Wednesday, Thursday and Friday)
Reports to:	Gallery Coordinator
Location:	Northern Rivers Community Gallery 44-46 Cherry Street, Ballina
Applicable Grade:	Grade 7
Remuneration Package:	Superannuation
Additional:	Hours to be worked in accordance with requirements. Requirement to work additional hours as necessary.

Position Objective

- To provide high level administrative support to the Gallery Coordinator.
- To coordinate the NRCG's volunteer program.
- To manage the operations of the Gallery Shop.

Organisational Relationships

Within Department:	Group Manager Strategic and Community Facilities Manager Community Facilities Gallery Coordinator Gallery volunteers Strategic and Community Facilities staff	
Within Council:	General Manager Councillors	All Council employees
External to Council:	Members of the public Arts Northern Rivers Media Artists	Local businesses Government and professional networks Art and community organisations

Key Duties and Responsibilities

Key duties of the position include, but are not limited to, the following:

Administration

- Collate and order stationery and art materials from gallery approved suppliers.
- Assist with Gallery programming when required including: artist liaison, sourcing/ordering.
- Oversee the reconciliation of Gallery sales including artwork, crafts and gifts.
- Work in cooperation with volunteers to staff the Gallery reception desk.
- Complete monthly consignment reporting.
- Promote and process the sale of artworks, crafts and gifts including: processing cash and credit card transactions and undertaking reconciliation, account payable and receivable tasks.
- Collate and accurately record information, especially for statistical data collection.

Customer Service

- Attend to telephone and email enquiries from stakeholders in a prompt and courteous manner.
- Monitor and respond to general enquiries sent to nrcg@ballina.nsw.gov.au
- Provide professional and timely advice to management, staff and the public on Gallery matters.

Written Communication

- Respond to correspondence according to Council's customer service and communication guidelines.
- Assist Gallery Coordinator with Gallery Media requirements to promote the Gallery and events.
- Contribute to developing Council policies that reflect Council's culture, values and objectives.

Marketing

- Assist the Gallery Coordinator with media and promotions including: exhibition flyers, media releases, website content, ANR Website, Community Connect, e-news, social media, TryBooking
- Create and design social media content.
- Design and manage web content.

Data Collection and Statistics

- Collate Gallery data and statistics: attendance statistics, visitor surveys, social media statistics, financial statistics, workshop surveys, website page views.
- Ensure information is updated and maintained in Council's electronic document management system in accordance with Council's policies and procedures.
- Ensure close observance of the Gallery's naming convention and document archival procedures.

Volunteer Program

- Coordinate the recruitment and training of volunteers
- Coordinate the Gallery's volunteer program including: induction, rostering and onsite training.
- Facilitate an induction of new volunteers in accordance with BSC protocols.
- Develop and distribute the monthly volunteer roster in accordance with volunteer availability and the Gallery's operational demand with consideration to the Gallery's auxiliary programs.
- Provide ongoing support and training to the volunteers.

Gallery Shop

- Liaise with all shop suppliers to review product and clarify consignment processes.
- Liaise with the Gallery Coordinator to engage new suppliers for the Gallery Shop
- Ensure product qualities and pricing reflected on a Consignment Note or wholesale invoice is consistent with products supplied.
- Ensure all product displayed in the Gallery Shop is clearly labelled with the supplier and price.
- Ensure all product displays reflect the NRCG brand, and respectful to the product and do not interfere with the current exhibitions.
- Ensure all products are entered clearly and logically into EZPOS.
- Manage all standing orders.

Work Health and Safety

- Ensure all work is carried out in accordance with Council's safe work procedures and WHS policies.

Teamwork

- Participate as a positive team member and contribute to achieving team goals and objectives.

Continual Improvement

- Contribute to process, systems and procedures improvements to improve efficiencies across Gallery operations.

Key Outcomes and Performance Standards

The below key outcomes and performance standards are required by all staff. They are to be demonstrated each and every year to enable eligibility for assessment of pay progression.

The performance standards must occur within the context of Council's community and work environment, including day to day operations, policies and procedures.

Key Outcome	Performance Standard
<i>Follow defined WHS procedures</i>	<ul style="list-style-type: none"> • Workplace procedures and instructions for controlling risks are followed accurately. • Hazards in the work area are recognised and reported to the immediate supervisor. • Reports on accidents and incidents are provided to the immediate supervisor in accordance with Council requirements. • Assist others in the work team with implementing risk management policies and procedures.
<i>Provide service to customers</i>	<ul style="list-style-type: none"> • Handles requests for action or information using Council's protocol and procedures. • Responds accurately to verbal enquiries from the community about specific work area and functions. • Carries out all processes within the agreed Council timeframes.
<i>Work effectively within and for Ballina Shire Council</i>	<ul style="list-style-type: none"> • Duties are performed in accordance with Council administrative and human resources policies such as timekeeping, records management, WHS and EEO. • Own work is monitored and improved, according to requirements for job quality, customer service. • Requests for assistance from other staff or the public are responded to promptly and appropriately. • Effectively contribute to change processes and other ideas in a constructive and productive way.
<i>Work with others in Council</i>	<ul style="list-style-type: none"> • Duties are undertaken in a manner that promotes cooperation and good relationships within Council. • Work information is shared with co-workers to ensure designated work goals are met. • Communication with others is conducted in a clear and concise manner and focused on the best way to achieve work objectives. • The principles and intent of Equal Employment Opportunity (EEO) are observed and implemented.
<i>Communicate effectively in the workplace</i>	<ul style="list-style-type: none"> • Participation with work group and other teams is supportive, efficient and effective, with the primary goal of helping achieve Council's objectives. • Participation in work meetings is consistent with purpose of meeting and meeting conventions understood and observed. • Information, instructions and decisions are understood and adhered to. • Provide concise, relevant work information in response to supervisor requests within designated timeframes.
<i>Follow defined ethical guidelines from Council, including its Code of Conduct</i>	<ul style="list-style-type: none"> • Understanding and day to day implementation of Council's Code of Conduct and Public Interest Disclosures Act. • Any potential conflicts of interest are reported immediately to the relevant Council officer. • Support is given to other staff who may wish to report any potential conflicts of interest.

Selection Criteria

The following essential and desirable criteria must be addressed as part of your application. Applications that do not address these criteria will not be considered.

Essential

Applicants must meet the following criteria:

- Previous experience in administration or office management with the ability to multitask and work with competing deadlines in a tightly resourced environment.
- Demonstrated experience providing services to a diverse audience through high level customer service, information provision, sales and program promotions using excellent written and spoken communication skills, and confidence to liaise with stakeholders at all levels.
- Proven ability to work collaboratively with colleagues and other stakeholders, including capacity to supervise office-based volunteers.
- Demonstrated knowledge and proven competency in the use of IT systems and software such as the Microsoft suite and Adobe creative software suite.
- Behaviour that positively demonstrates Council's values of: creative, accessible, respect, energetic and safe.
- Knowledge and understanding of the principles and practices of equal employment opportunity and work health and safety and ability to apply them in the workplace.

Desirable

The following criteria are considered important and demonstrated capacity to satisfy them will be highly regarded:

- Current class "C" drivers licence with a good and safe driving record.
- Experience working in an arts or cultural organisation with the ability to market and or promote activities.
- Understanding of local government practices.
- Sound understanding of conflict resolution methods.

Information Package

Gallery Services Officer (part-time, 21 hours / 3 days per week)

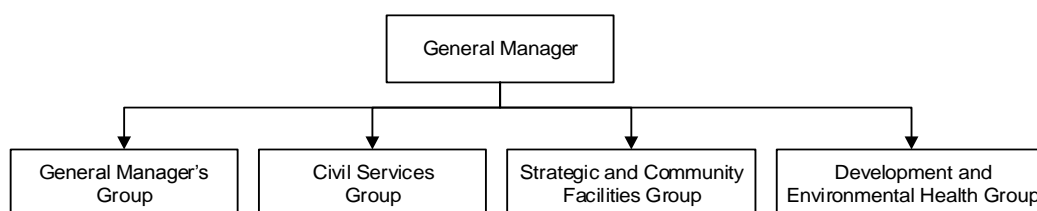
APPLICATIONS CLOSE: Monday, 2 October 2017

Position Overview

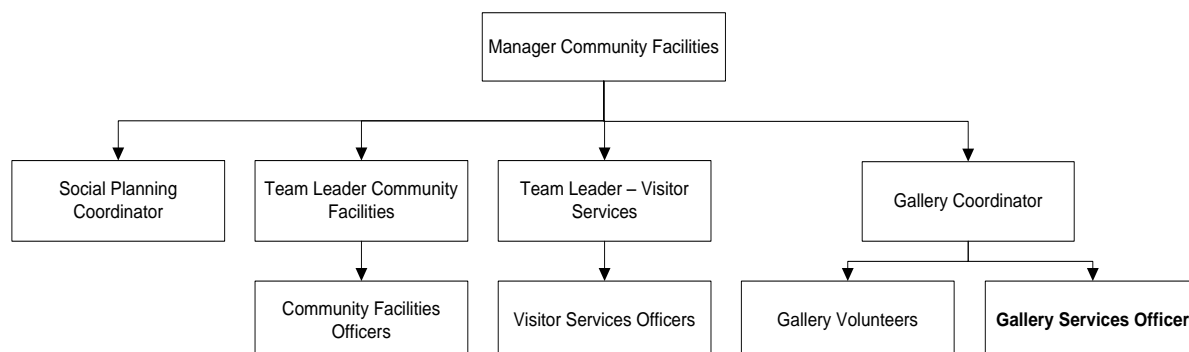
Reporting to the Gallery Coordinator you will be responsible for providing a high level of administrative services to support Galley operations including providing a high standard of customer service, managing the reception and volunteers program and facilitating retail services. You will play a key role in assisting to promote public awareness of Gallery programs.

Structure

Corporate Structure



Section Structure



Corporate Vision and Values

It is considered highly important that the vision and values of Council's employees align with that of Council. It is therefore paramount that the successful candidate for this position demonstrates qualities that will assist Council in achieving the following:

Vision: The Ballina Shire is safe, with a connected community, a healthy environment and a thriving economy.

Community Values: Creative | Accessible | Respect | Energetic | Safe

Pre-employment Assessments

Prior to being appointed to the position of Gallery Services Officer, short-listed candidates will need to successfully complete the following pre-employment assessments:

- Pre-Employment Medical self assessment – the completion of Council's Pre-employment Medical Self Assessment form to assess overall health and well-being to determine suitability to the duties of the position.
- Criminal History Check.

Hours of Work

Normal hours of work for this part-time position are 21 hours per week spread across three days, being Wednesday, Thursday and Friday.

Remuneration Package

Conditions of employment will be in accordance with the terms and conditions of the Local Government (State) Award 2017. The part-time position of Gallery Services Officer is assessed at Grade 7 under Council's salary structure, and provides an annual salary range of \$30,700 to \$35,300 per annum, dependent upon experience, skills and qualifications.

In addition, Council employees have access to a range of other benefits including educational assistance initiatives, a very attractive training support program and a subsidised non-compulsory uniform.

Application Requirements

Applicants must submit documentation addressing the selection criteria for the position. The essential and desirable criteria for the position of Gallery Services Officer are listed in the Position Description. Applications that do not address these criteria will not be considered. In addition, a resume with the following details needs to be provided:

- Relevant education and qualifications (interviewed candidates will need to produce original qualifications at time of interview)
- Relevant work experience
- Contact details of at least two professional referees, including your current employer.

Submission of Application

Applications can be submitted on line via the following link:

http://www.ballina.nsw.gov.au/cp_themes/default/jobs.asp

Recruitment Process

Council's recruitment process is conducted according to strict confidentiality and equal employment opportunity standards. It is Council's aim to complete the recruitment process and notify candidates of an outcome within four weeks of the closing date, however this timeframe can be extended due to unforeseen circumstances. As a guide, the expected timeframe for the recruitment process for Gallery Services Officer is as follows:

Closing date: Monday, 2 October 2017

Interview date: Wednesday, 11 October 2017

Candidates notified of outcome: Week commencing 16 October 2017

For further information on this recruitment process, please refer to the Information for Job Applicants sheet or contact Council's Human Resources section on 02 6686 1430.