

POSITION DESCRIPTION				
Position Title:	Public Programs & Community Engagement Officer		Position No:	1314
Directorate:	Development & Community		Section:	Community & Culture
Unit:	Cultural Services		Sub Unit:	Hervey Bay Regional Gallery
Reports To:	Gallery Director		Directs Reports:	Volunteers
Indirect Reports:	Casual staff		Location:	Hervey Bay Regional Gallery, Hervey Bay
Version No: Feb 2022	Evaluated: GC130	Status: Approved	By: EMODC	Next review: Feb 2024
<div> <div> Position Objective Support the day to day operations of Hervey Bay Regional Gallery to ensure effective and efficient service delivery, and high quality visitor experience. Support the Director to deliver high quality programming that engages, educates and inspires, as well as building capability and resilience within the Fraser Coast community. </div> <div> Our Values Trust Respect Accountability Initiative Teamwork Service </div> </div>				
Key Responsibilities and Indicators				
Key Result Areas	Key Accountabilities		Performance Indicators/Outputs	
Public Programs and Events	<ul style="list-style-type: none"> ➤ Plan and deliver public programs and events with suitable interpretation, promotion in collaboration with the Director and Assistant Curator to deliver a high quality annual offering that complements the exhibition schedule. ➤ Coordinate marketing and promotional activities related to Hervey Bay Regional Gallery's public programs, .. ➤ Develop and maintain effective relationships with a diverse range of stakeholders including other Council departments, community organisations, business, contracts and government agencies. ➤ Remain abreast of current arts and cultural trends, and apply industry recommendations to the public programming. ➤ Undertake specialised projects with minimal supervision; research, prepare and collate data for projects as required. 		<ul style="list-style-type: none"> ➤ High quality annual program delivered within budget constraints. ➤ Marketing and promotional activities delivered and maintained. ➤ Qualitative and quantitative visitation data reflects high quality exhibition and public programming. 	
Visitor Service	<ul style="list-style-type: none"> ➤ Enhance visitor experience by providing quality front-of-house services, while supporting the casual staff and volunteers to provide a positive, welcoming and informative atmosphere. ➤ Provide a professional, welcoming representation of the Fraser Coast region, and the range of arts, culture and heritage experiences on offer. 		<ul style="list-style-type: none"> ➤ High level of customer service supplied. ➤ Qualitative and quantitative visitation and revenue data reflects high quality visitor services and retail. 	

	<ul style="list-style-type: none"> ➤ Coordinate volunteer front of house service delivery, including recruitment, supervision, training and engagement for public programming. 	<ul style="list-style-type: none"> ➤ High level of engagement and retention from volunteer program.
Administration	<ul style="list-style-type: none"> ➤ Undertake administration duties including: <ul style="list-style-type: none"> ○ Drafting of correspondence; ○ Development of e-newsletters; ○ Volunteer rosters; ○ Draft and collate promotional material; ○ Other documentation as required. ➤ Deliver and supervise Regional Gallery administration in conjunction with the Gallery Officer, including: <ul style="list-style-type: none"> ○ Inter-office communications; ○ Maintain visitation statistical data; ○ Coordinate and maintain online platforms, including producing digital content, exhibition listings, events and program information; ○ Develop, enhance and implement effective gallery administration processes to ensure maximum efficiency and continuous improvement. ➤ Supervise volunteers and casual staff including rostering, updates and WHS as per Council's Monthly Action Plan. ➤ Mentor and coach volunteers to provide commentary and engagement relating to exhibitions, events and public programs. ➤ Prioritise workload to effectively perform all duties in relation to the work area and meet milestones and timeframes. ➤ Plan, assess and problem solve routine administrative issues and customer enquiries expediently and with limited supervision. ➤ 	<ul style="list-style-type: none"> ➤ Tasks are undertaken in an efficient and timely manner. ➤ Work completed accurately, within designated timeframes set. ➤ Information provided is accurate and timely. ➤ Compliance with legislation, code of practice and industry standards.
Purchasing & Finance	<ul style="list-style-type: none"> ➤ Prepare statistical and financial reports associated with public programs and events to assist with planning of Regional Gallery budgets and strategies. ➤ Financial administration including the creation, management, and processing of purchase orders / requisitions, invoices, consignment payments and other financial administration as required. ➤ Support the Director with the Regional Gallery shop development and administration, including: <ul style="list-style-type: none"> ○ Assist with retail stock coordination; ○ Coordinate stocktake regularly; ➤ Support the implementation and delivery of annual maintenance, repairs and upgrades as required. 	<ul style="list-style-type: none"> ➤ Completed in a timely and effective manner with accuracy and within budget constraints. ➤ Procurement requirements are consistently met. ➤ The venue is maintained to an excellent standard, with issues addressed in a timely manner and within budget constraints.

Work Health and Safety	➤ Adhere to relevant Work Health and Safety policies and practices and carry out responsibilities outlined in Council's Safety Management Plan.	➤ 99% compliance with Monthly Action Plans.
Risk Management	➤ Read, understand and comply with conditions as set out in the Risk Management Policy and undertake all relevant risk management training.	➤ As per Council risk management KPIs.
Records Management	➤ Adhere to relevant Records Management policies and practices to ensure compliance with the Public Records Act 2002.	➤ As per Council's record management policies and procedures.
Code of Conduct and EEO	➤ Encourage and promote behaviour consistent with Council's Code of Conduct and create a positive and equitable work environment that is safe, flexible, fair, culturally appropriate, inclusive and free from discrimination and harassment.	➤ Any matters arising are dealt with in accordance with the appropriate Council policy and procedures.
Customer Service	➤ Provide a high level of customer service to internal and external customers.	➤ As per Council's Customer Service Standards management policy.
Sustainability Requirements	➤ Adhere to the Sustainable Fraser Coast Charter and Implementation Plan and understand sustainability is a key element of Council's planning framework and is incorporated into all facets of decision making and policy development.	➤ As per Council's Sustainability Charter.
Values	➤ Exemplify Council's values of Trust, Respect, Accountability, Initiative, Teamwork and Service through the demonstration of each value's associated behaviours.	➤ As per Council's 'TRAITS' campaign.
	➤ Other duties as directed.	➤ Tasks are undertaken in an efficient and timely manner.

Selection Criteria

1. Demonstrated experience in gallery, museum, collection or archive administration, including the delivery of annual programs that include exhibitions and educational programs.
2. Well developed organisational skills including ability to plan, meet deadlines and provide accurate information.
3. Strong interpersonal skills, including an appreciation for cultural diversity and a proven ability to work with, or provide customer service to, people from diverse backgrounds, ages, abilities, and interests.
4. Demonstrated ability to confidently work within high pressure situations.
5. Ability to work independently with limited supervision, prioritise workload to effectively perform all duties, and evidence of initiative and judgement in resolving routine problems.
6. Proven ability to work collaboratively as a team member, including supporting and encouraging other team members to achieve shared objectives and customer satisfaction.

Qualifications/Licences

Mandatory	➤ Diploma (AQF Level 5 or above) in gallery or arts administration/management, and/or previous equivalent experience within the arts and cultural sector.
Desirable	➤ Degree in Business or similar / relevant experience ➤ Working with Children Blue Card

	➤ Responsible Service of Alcohol (RSA)		
Licences	➤ Class C Driver's Licence		
Mandatory Training	➤ Work Health and Safety ➤ Duty of Care ➤ Code of Conduct ➤ Manual Handling ➤ Fire and Evacuation ➤ Corporate Systems		
Conditions of Employment			
Status	Permanent Full Time		
Award	Queensland Local Government Industry (Stream A) Award – State 2017		
Agreement	Fraser Coast Regional Council Certified Agreement 2021		
Classification Stream	Administrative, clerical, technical, professional, community service, supervisory and managerial services		
Classification	LGO Level 4		
Allowances	As per Fraser Coast Regional Certified Agreement 2021		
Progression	Annual review – single steps within level		
Status	FWA Hours/Week 36.25		
O/T Payable	As approved		
Uniform	PPE As per Dress Standard and Corporate Uniform Management Policy		
Other			
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I, _____, accept the position description as outlined above. I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

_____ Date: ____/____/20__

Signature of Employee