



Position Description

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| Role: | Cultural Services Administrative Officer – Part time |
| Department/Section: | Community Development / Cultural Services |
| Reports to: | Cultural Services Manager/Gallery Director |
| Responsible for: | Nil |

WORKING AT MOSMAN COUNCIL

Members of the Mosman Council staff team are expected to be:

- Ethical
- Excellent communicators
- Committed to customer service
- Technically and professionally competent, with a pride in keeping their knowledge current
- Focussed on solutions
- Team players

MAIN PURPOSE

Key responsibilities include providing front desk customer service and information services to Centre users and clients, centre administration, systems administration and minor design work.

The position will provide excellent customer service while assisting in the operation and maintainance of a range of systems including Friends memberships, venue bookings, event bookings, image databases and compilation of e-newsletters. The position will also assist in the provision of special events and in the set-up of venue spaces.

The position works with the Assistant Gallery Director/Senior Curator, Venue Coordinator and Cultural Services staff in assisting the Cultural Services Manager/Gallery Director with the general day to day running of the Art Gallery and Community Centre.

KEY RESPONSIBILITIES

- Provide front desk and over the phone internal and external customer service with a commitment to quality, and project and promote Council as friendly, efficient and courteous
- Provide information on a range of topics and in particular on the activities and functions being held in the Centre to residents and visitors, face-to-face and on the telephone/on-line, as required
- Assist in the operation and maintenance of a range of Gallery based systems including Friends of the Gallery membership system (JoinIt), venue hire booking system (EventPro), events booking systems (Trybooking/Humanitix/Eventbrite), gallery/venue mailing lists and image database.
- Assist in the set-up of venue spaces for clients, including technical and physical set up
- Compilation and creation of regular e-newsletters and e-bulletins (Event Monitor) and web content
- Assist in day-to-day running of the Gallery Shop including sales and display
- Minor design work relevant to Cultural Services activities including exhibitions, public programs and other services (posters, introductory panels, public programs, labels, brochures, catalogues, signage, web pages, advertising, exhibitions calendar and regular e-newsletters and e-bulletins, etc)
- Assist the Cultural Services Team with the organisation of special events and functions, including a variety of social and community events and displays, e.g. Mosman Art Prize and Mosman Youth Art Prize
- Assist with venue invoicing, friends membership payments; public programs and art work sales
- Ensure that the Centre is welcoming in its appearance and is clean and tidy especially in the reception areas
- Maintain inventory of stationery supplies for the office and list items for ordering as required
- As part of the team, assist with general office duties such as photocopying, internal mail collection/delivery
- Assist in maintaining the exhibition signage noticeboards and screens associated with the Centre
- Sign on behalf of the General Manager outgoing correspondence from the Department as specifically delegated
- Promptly and accurately register incoming correspondence and information that requires an action or represents official business into Council's electronic Corporate Information Management System (ECM) in accordance with approved protocols and standards
- Ensure all work is carried out in accordance with legislative, industrial and Council policy requirements and standards in the area of Equal Employment Opportunity
- Act lawfully, honestly and exercise a reasonable degree of care and diligence in carrying out your functions and comply with our Code of Conduct and Prevention of Fraud and Corrupt Conduct Policy
- Other duties may be allocated by the Supervisor or Manager as required

WORK HEALTH AND SAFETY RESPONSIBILITIES

As an employee of Mosman Council you must:

- Take reasonable care for your own health and safety
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons
- Comply, so far as you are reasonably able, with any reasonable instruction that is given by Mosman Council (to comply with its responsibilities under the *WHS Act*)
- Co-operate with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to workers
- Participate in training, emergency response rehearsals and reviews
- Keep the workplace safe, clean and tidy
- Cooperate with safe work method statements, standard operating procedures and controls
- Report all incidents, near misses and injuries
- Report hazards
- Undertake rehabilitation and return to work program requirements, where required
- Wear and maintain provided Personal Protective Equipment (PPE)
- Cooperate with Site Safety Rules
- Actively participate in any other safety activities

SKILLS AND COMPETENCIES - Selection Criteria

Essential:

- Two years' relevant work experience in an administrative role or similar role
- Advanced skills with Microsoft office products including Sharepoint, Outlook, Excel, Powerpoint and Word
- Experience in providing relevant, timely information both face to face and over the telephone
- Demonstrated commitment to customer service, good interpersonal and written communication skills, including conflict resolution and negotiation
- Flexibility, with a willingness to undertake a wide variety of tasks, and juggle tasks
- Demonstrated commitment to working as part of a team but also has the ability to work independently
- Ability to prioritise, plan and organise work in cooperation with Cultural Services Manager/Gallery Director and other Administration staff, in order to meet deadlines
- Valid COVID-19 vaccination certificate

Desirable:

- Ability and experience using systems including Vend, Join It, EventPro, Trybooking, EventBrite and Campaign Monitor
- Ability to design and provide content for print and web based systems
- Ability to set up venue spaces, including technical and physical set-up
- Interest and knowledge of art
- First Aid Certificate

Conditions of Employment

Mosman Council operates under the *Local Government (State) Award 2020*.

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| Hours: | 84 hours over a 4 week period across a 7 day spread of hours |
| Status: | Part-time |
| Experience: | Two years' relevant work experience in an administrative role or similar role |
| Commencing Salary / Range: | Group D Council Salary System plus Superannuation Band 1, Level 4 to Band 2, Level 1 |
| Position Approved By: | Director Community Development |
| Approved Date: | July 2022 |

Employee only:

I have read and understand the contents of this position description and undertake to meet the responsibilities in an appropriate manner.

Employee's Name (printed).....

Employee's Signature Date.....