

# GALLERY ATTENDANT

## Position Description



**Position number:** 0400, 1288, 1289, 1290, 1291

**Classification:** Band 3

**EA:** Moreland City Council Enterprise Agreement

**Department:** Community Development

**Branch:** Cultural Development

**Unit:** Arts and Culture

**Reports to:** Gallery Curator

**Supervises:** N/A

**Approved by:** Manager Cultural Development

### Organisational values:



## Position objectives

In accordance with Council policies and procedures and under the direction of the Gallery Curator, assist with the efficient day-to-day operation of the Counihan Gallery In Brunswick. This will include;

- Providing a high level of customer service to all visitors to the gallery including to members of Moreland's diverse communities

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- Providing accurate information to visitors about the gallery and current exhibitions
- Overseeing the safety of exhibited artwork and the safety of all visitors
- Assisting with installation and deinstallation of exhibitions as well as functions and events.

## Key responsibility areas

### Key responsibilities

- During exhibition public access hours, staff the gallery reception desk and attend to visitor enquiries providing a high level of customer service to all visitors including to members of Moreland's diverse communities
- Under supervision and guidance, assist with the receipt, protection, installation and dismantling of exhibition works when required.
- Assist the Gallery Curator and Gallery Assistant with general administrative duties including mail outs and updating databases.
- Assist the Gallery Curator and Gallery Assistant to implement a range of activities that promote the gallery exhibition program.
- Assist the Gallery Curator in the maintenance and display of the Municipal Art Collection including conservation, documentation, cataloguing, condition monitoring, storage and display of the collection.
- Assist with events and functions.
- As appropriate, attend staff meetings and in-service training.

## Employee competencies and accountabilities

### Competencies:

- **Community and Customer Focus:** Building strong customer relationships and delivering community / customer-centric solutions.
- **Ensures Accountability:** Holding self and others accountable to meet commitments.
- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Instils Trust:** Gaining the confidence and trust of others through honesty, integrity, and authenticity.

### Accountabilities:

- Contribute to the effective implementation of the Moreland Continuous Improvement system in the work area and achievement of quality outcomes.
- Contribute to the achievement of a safe and healthy environment by working in accordance with Council's OHS Policy and Procedures.
- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.
- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.
- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

## Other duties:

- Required to undertake other duties as directed.

## Organisational relationships

Internal Relationships	Reports to Gallery Curator
External Relationships	N/A

## Job characteristics relevant to the position

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 3 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 3, Clause 3)

### 1. Accountability and Extent of Authority:

- Under the supervision of the Gallery Curator and in accordance with Council policies and procedures assist in ensuring the efficient day-to-day operations of the Counihan Gallery in Brunswick
- Freedom to plan work at least several days in advance

### 2. Judgement and Decision Making:

- Under the supervision of the Gallery Curator and in accordance with Council policies and procedures assist in ensuring the efficient day-to-day operations of the Counihan Gallery in Brunswick.
- Guidance and advice is always available.

### 3. Specialist Knowledge and Skills:

- Ability to apply good customer service techniques within a gallery environment is essential
- Multilingual skills and/or ability to communicate/sign with visitors to the gallery who may speak a language other than English or Auslan is desirable.
- Basic understanding of the operations a visual arts gallery and/or maintenance of art works in a collection.
- Ability to assist with the physical installation and deinstallation of a diverse range of art media a benefit but not essential.
- Ability to consistently lift and carry items up to a maximum weight of 15 kgs.
- Basic knowledge in the use of PCs.

#### 4. Management skills:

- Ability to communicate effectively to a wide variety of stakeholders and clients.
- Ability to resolve problems and to use own initiative where appropriate.
- Basic skills in managing time, planning and organising own work

#### 5. Interpersonal Skills:

- Good communication skills.
- Ability to work as part of a team.
- Empathy with all sections of the community.

#### 6. Qualifications and Experience:

- Interest in visual arts practice and galleries is essential.
- Certificates or qualifications in working with heights and/or working with specialised equipment would be an advantage.
- A competent level of computer literacy on PC based systems.
- A degree or working towards a degree in Art History, Arts Management or Visual Arts is desirable but not essential.
- Customer service and/or hospitality experience is desirable.

#### 7. Physical Requirements of the position

##### TASK ANALYSIS

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	( )	( )	( )	( )
-below 10kgs	(√)	( )	( )	( )
Manual handling frequency	(√)	( )	( )	( )
Repetitive manual work	( )	(√)	( )	( )
Repetitive bending/twisting	( )	(√)	( )	( )
Working with arms above head	( )	( )	(√)	( )
Lifting above shoulder height	( )	( )	(√)	( )
Using hand tools – vibration/powerful	( )	(√)	( )	( )
Operating precision machinery	( )	( )	(√)	( )
Close inspection work	( )	(√)	( )	( )
Wearing hearing protection	( )	(√)	( )	( )
Wearing eye protection	( )	(√)	( )	( )
Working in dusty conditions	( )	( )	(√)	( )
Working in wet/slippery conditions	( )	( )	(√)	( )
Wearing Gumboots	( )	( )	( )	(√)
Wearing safety shoes/boots (steel cap)	( )	( )	(√)	( )

Working with chemicals/solvents/detergents	( )	(√)	( )	( )
Washing hands with soap (hygiene)	( )	( )	(√)	( )
Working at heights	( )	(√)	( )	( )
Working in confined spaces	( )	(√)	( )	( )
Working in chillers (+4 degrees C)	( )	( )	( )	(√)
Performing clerical duties	(√)	( )	( )	( )
Working on a keyboard	(√)	( )	( )	( )
Driving cars and/or trucks	( )	( )	(√)	( )

Other special features (e.g. nature of chemicals, travelling requirements, etc):

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## 8. Key Selection Criteria

- Ability to provide good customer service and attend to visitor enquiries.
- Well-developed communication skills, including demonstrated experience in supporting people from diverse backgrounds, with diverse experiences and all abilities.
- Ability to work collaboratively as part of a team as well as independently.
- A proven understanding of safe work practices in relation to working in a gallery environment for identifying and reporting workplace hazards.
- Ability to assist the Gallery Curator to implement a range of activities that promote the gallery exhibition program.
- Knowledge of contemporary art practice and issues, especially Australian contemporary art.
- Multilingual skills and ability to communicate with visitors to the gallery who may speak a language other than English is desirable.
- A current Working with Children Check.