



Arts & Culture Visitor Assistant

POSITION PROFILE

Division	Shire Services	Status	Permanent Part Time
Unit	Arts & Culture	Salary Grade	Grade 1
Reports to	Team Leader – Visitor Services & Administration, Arts & Culture	Reviewed	April 2021

STRATEGIC INTENT

To ensure Council provides a valued community hub that actively and meaningfully engages people with art and artists and is a vibrant and leading creative centre in southern Sydney.

To ensure that Council supports visual arts activities which:

- Build a thriving community of active lives through shared experiences;
- Values the diverse culture and heritage in our community.
- Provide a safe, well presented and engaging visual art program for the Sutherland Shire community.

POSITION PURPOSE

To provide excellent customer service to the community, a diverse range of clients, artists and visitors by delivering excellence in:

- Ensure relevant, accurate information is communicated to customers and staff in a friendly and helpful manner.
- Efficient and accurate processing of any transactions relating to the Centre's facilities, services and merchandise.
- Ensure the security of the exhibitions and building at the end of the day.
- Provide administrative assistance to the Team Leader – Visitor Services and Administrations and the Arts Centre Co-ordinator as required.
- Maintain the smooth operation of the reception area of the Arts Centre.
- Supervise galleries to ensure protection of the artworks when required.
- Assist and support the Volunteers when required.

POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED

PERFORMANCE STANDARD

Ensure relevant, accurate information is communicated to customers and staff in a friendly, helpful manner.	<ul style="list-style-type: none"> To answer enquiries promptly and efficiently. To be friendly and courteous to all customers. To deal with telephone and front desk enquiries, and to meet, greet and monitor visitors to Hazelhurst.
Efficient processing of sales of Centre's art classes, and merchandise.	<ul style="list-style-type: none"> Maintain the Hazelhurst workshop booking system. Provide accurate and up-to-date advice to customers regarding all the centre's activities and courses. Process all sales of merchandise and consignment goods. Provide assistance to the Venue Duty Officers & Team Leader for the financial management of the retail and course sales. Balancing of daily receipts, end-of-day reconciliation accurately and efficiently completed each day.
Provide administrative assistance to the Venue Duty Officers, Team Leader and other staff as required.	<ul style="list-style-type: none"> Maintain Hazelhurst databases. Complete filing and typing tasks efficiently and effectively.
Efficient processing of bookings, classes, events and merchandise at an Arts & Culture venue.	<ul style="list-style-type: none"> Accurate updating and maintenance of the booking system. Provide accurate and up-to-date advice to customers relevant to particular art classes, events and activities. Process all sales of merchandise and consignment goods. Provide assistance to the Venue Duty Officers and Team Leader by accurately and efficiently processing enrolment, art and merchandise sales. Balancing of daily receipts, end-of-day reconciliation accurately and efficiently completed each day.
Supervise galleries to ensure protection of artworks.	<ul style="list-style-type: none"> Monitoring of gallery spaces and communicating to visitors conditions of entry as required

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"> Nil
	Desirable	<ul style="list-style-type: none"> Higher School Certificate Drivers Licence Current First Aid Certificate
Experience or skills	Essential	<ul style="list-style-type: none"> Demonstrated customer service experience gained in a hospitality, performance venue, art gallery or similar environment. Ability to work under pressure as part of a team Experience in professionally dealing with demanding clients and challenging situations. Excellent sales and cash handling skills

	Desirable	<ul style="list-style-type: none"> Experience in front of house, visitor assistance, reception and phone duties Proficient in a range of software applications Familiar with the operational needs of art galleries. Well-developed written and verbal communication skills. Proven experience working in a team environment. Securing and alarming premises.
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CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> Communication skills: able to communicate effectively with a wide range of people. People skills: able to provide front line customer service in a positive friendly manner. Trust worthy, self-motivated Attention to Detail: able to understand and deliver to changing requirements
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OUR VALUES

Behaviours	<ul style="list-style-type: none"> Collaborative - be open and welcoming, genuinely connect to others, include others, work together as one Active - be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day Respectful – be honest and trustworthy, do what you say you will put yourself in the other person’s shoes, listen to what’s important to others Evolving – stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker
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CORPORATE OBLIGATIONS

Employees	No direct reports.
Delegations	Nil
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Financial Management	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council’s Code of Conduct and the policies and procedures that support it
Workplace Behaviour & EEO	All activities must comply with Council’s Workplace Behaviour Guidelines.

Enterprise Content Management	Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement

SPECIFIC CONDITIONS OF EMPLOYMENT

Shifts offered as required over 7 day spread including evenings and weekends/public holidays.
 Minimum 21 hours (averaging 3 shifts) per pay fortnight.
 Hourly rate based on a 35 hour week.