

## Position Description

### Education and Audience Development Officer



<b>Position Title</b>	Education and Audience Development Officer	<b>Role ID</b>	CSEAD1
<b>Division</b>	Sustainable Communities and Environment	<b>Unit</b>	Tweed Holiday Parks and Cultural Facilities
<b>Job Grade</b>	6	<b>Award</b>	35
<b>Reports To</b>	Art Gallery Director		
<b>Revised/Created</b>	July 2021– Revised		

### Primary Objective

- Coordinate the development and implementation of high quality education and audience development programs that will build the Tweed Regional Gallery's various audiences.
- Develop a strong community network through the training of Volunteers Gallery Guides and facilitate volunteer education sessions.

### Values Statement

#### What We Value

Living and loving the Tweed.

We look after people and places, explore all opportunities and are proud of our passionate approach.

We care about each other, choose to be here, and are in this together.

We have conversations where everyone can contribute and we are willing to have a go.

We put back in to make a difference, so that our Tweed community is even better tomorrow than it is today.

### Organisational Environment

#### SUSTAINABLE COMMUNITIES AND ENVIRONMENT

The Sustainable Communities and Environment Division is responsible for the Management of Resource Recovery, Sustainability and Environment, Parks and Active Communities, Community Services, Tweed Holiday Parks and Cultural Facilities throughout the Shire.

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#### Tweed Holiday Parks and Cultural Facilities Unit

The Tweed Holiday Parks and Cultural Facilities Unit is responsible for ensuring the provision of high-quality services, engagement and development across Council's Cultural Services and facilities, including:

- Tweed Regional Gallery and Margaret Olley Art Centre,
- Tweed Regional Museum,
- Tweed Richmond Regional Library Service, and
- Council's two auditoria.

The unit is also responsible for managing the Tweed Holiday Parks in a sustainable way to provide the public with safe, attractive holiday and tourist accommodation options in close proximity to a range of natural environments at the following locations:

- Tweed Heads
- Fingal Head
- Kingscliff North
- Kingscliff Beach
- Hastings Point
- Pottsville North
- Pottsville South

#### The Position

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The position reports to the Art Gallery Director and coordinates the development and implementation of the Gallery's education and audience development program. The program will focus heavily on enabling school students and wider audiences to participate in the Gallery's wide-ranging exhibitions, public programs and educational activities.

It is essential that the incumbent possess experience in tertiary or secondary teaching, and have program development experience. It is essential that the incumbent is familiar with primary, secondary and tertiary curriculum developments.

The position requires the incumbent to possess a demonstrated commitment to public art galleries and to the provision of community-based programming. Previous experience in community liaison with schools, groups, volunteers, community groups and local businesses is desirable.

The incumbent will be required to devise and deliver a training program for the Gallery's volunteer Guides. Training will be delivered through structured visual and verbal presentations, and as such experience in the delivery of training to volunteers is highly desirable.

The position will serve as one of the contact points for the public and as the principal contact point for schools and educational facilities of the region. As such the incumbent must have developed interpersonal, oral and written communication skills.

The position will require the incumbent to work towards deadlines and prioritise tasks.

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The position uses Council's Information Management to comply with organisational requirements for document registration and management.

The position is required to perform any other duties as directed by your Supervisor (within broad scope of job grade, skills and training).

**The work of the position includes, but is not limited to, the following:**

Key Responsibility Areas	Associated Key Duties
1. Coordinate the Gallery's Education Program	<ul style="list-style-type: none"><li>• Liaise, plan, schedule and develop in consultation with the Art Gallery Director a broad range of educational program to interpret and complement the Gallery's exhibitions.</li><li>• Research, develop, implement and evaluate a range of interpretative programs for a broad range of audiences, including school students, the general public, the regional arts community, artists and art enthusiasts.</li><li>• Liaise with curators, artists and other professional art workers in the development of programs, projects and events.</li><li>• Research and develop program materials, including education kits, guided tours, visitor guides and visitor program evaluations.</li><li>• Communicate effectively with educators, schools and relevant organisations to ensure participation in Gallery education and evaluation programs.</li><li>• Work within allocated budget.</li><li>• Communicate with upcoming exhibitors to develop education program possibilities.</li><li>• Update education section of Councils' website.</li><li>• Co-ordinate the group bookings system.</li></ul>
2. Ensure increased use of Gallery resources by schools, other educational institutions, arts professionals and individuals	<ul style="list-style-type: none"><li>• Research, develop and prepare, in consultation with other staff, education packages and participation strategies.</li><li>• Formulate strategies to develop relationships and programs to involve young people in the Gallery's activities.</li><li>• Respond to the needs of community groups, teachers, schools and tertiary institutions.</li></ul>
3. Implement effective monitoring procedures for Gallery programs	<ul style="list-style-type: none"><li>• Formulate and implement monitoring procedures for the evaluation of visitor services to ascertain the level of community satisfaction with Gallery programs.</li></ul>

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<b>4.</b> Coordinate the training sessions of Gallery volunteers	<ul style="list-style-type: none"><li>• Deliver an engaging and effective training program to the volunteer Gallery Guides.</li><li>• Develop a strong community network through the training of the Gallery's volunteers.</li><li>• Facilitate volunteer training sessions.</li></ul>
<b>5.</b> Administration, General Duties, Other	<ul style="list-style-type: none"><li>• Prepare relevant routine correspondence for signature by the Gallery Director.</li><li>• Communicate and liaise with Gallery staff to facilitate hire of the Francis Mills Education Centre (Workshop) for the conduct of educational activities.</li><li>• Attend meetings and assist with preparing Council reports and grant submissions / acquittals when necessary.</li></ul>

The position requires attention to detail, flexibility and the ability to contribute to the provision of client services across the work of the Unit. Also the capacity to respond to a busy work environment and provide other team members with assistance in times of high demand.

The position will apply Council's Enterprise Risk Management Policy and Protocol objectives as they relate to the position.

#### **Health Safety and Environmental System (HSES) Responsibilities**

In accordance with Council's Work Health and Safety Responsibility, Authority and Accountability Protocol all employees are required to perform their duties in accordance with their job category. WHS Risk Assessments, Safe Work Methods Statements, Standard Operating Procedures and site specific requirements and instructions.

For details of WHS Responsibilities, Authority and Accountabilities, staff and candidates are to refer to the following Protocol:

[WHS Responsibilities, Authority and Accountabilities Protocol](#)

#### **Compliance Training Requirements**

In accordance with Council's legislative requirement under the Work, Health and Safety Regulation 2017, new staff will be provided with access to relevant training, information and instruction in order to safely perform their duties.

#### **Infection Control and Immunisation Requirements**

Council requires all incumbents occupying an identified position undertake the course of immunisation outlined in the Infection Control Standard Operating Procedure.

For a complete list of identified positions and recommended immunisations, staff are to refer to the following Standard Operating Procedure:

[WHS Infection Control Standard Operating Procedure](#)

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## Organisational and External Relationships

### **Organisational Relationships**

- Art Gallery Director
- Public Programs Curator
- Exhibitions Curator
- Curator Margaret Olley Art Centre
- Operations and Business Officer - Art Gallery
- Administrative Assistant
- Staff of the Tweed Holiday Parks and Cultural Facilities Unit
- Tweed Shire Council staff

### **External Relationships**

- Primary, secondary and tertiary educational institutions
- Public and commercial galleries
- Arts related organisations and arts workers
- Artists
- Friends of the Tweed Regional Gallery and Margaret Olley Art Centre Inc.
- Tweed Regional Gallery Foundation Ltd.
- General public

### **Location of Position**

The position will be required to work out of any of Council's administrative offices, Depots or any other location within the Shire as directed by the supervisor. Transportation to and from work and to perform the duties of the position, is the responsibility of the employee. When a driver's licence is a requirement of a position, the licence class is included in the Selection Criteria.

### **Working With Children Check**

The duties of this position meet the criteria for child-related work and as a consequence a valid, current Working with Children Clearance is required. Where a clearance lapses or is revoked for any reason ongoing employment in this position will be reviewed.

### **Selection Criteria**

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#### **Knowledge and Competence: (to be addressed in full when making application)**

1. Degree in Education, Art History, Visual Arts or relevant discipline, and demonstrated experience in a similar role.

OR

- Extensive relevant experience in program development and teaching.
2. Experience in developing, coordinating and evaluating educational programs.
3. A high level of understanding of school-based education.
4. Experience in targeted and general promotion of programs and events.

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5. Knowledge of contemporary Australian visual arts and proven ability to research and interpret art works and exhibitions.
6. High level of interpersonal, oral and written communication skills to effectively communicate with internal and external clients, children and youth audiences, members of the public and Council officers.
7. Well-developed skills in training and motivating individuals.
8. Demonstrated ability to work in a team environment, and a willingness and ability to contribute to team building.
9. Well-developed computer based word processing skills.
10. A strong commitment to customer service.
11. Current Vehicle Licence - Car.

#### Desirable:

12. Proven experience of working in a public gallery or museum.
13. Demonstrated capacity in financial monitoring and strategic planning.

#### Personal Attributes:

Personal Attributes and Cultural Fit will be addressed at interview.

Council is seeking personal attributes and work values consistent with Council's Corporate Values.

The table below details the minimum behavioural standards expected of incumbents of this position. [View the full Tweed Shire Council Capability Framework](#)

Personal Attributes	Minimum Standard
Manage Self	Adept
Display Resilience and Adaptability	Adept
Act with Integrity	Adept
Demonstrate Accountability	Adept
<b>Relationships</b>	
Work Collaboratively	Adept
Communicate with a Customer and Community Focus	Adept
Influence and Negotiate	Adept
<b>Results</b>	
Plan and Prioritise	Adept
Think and Solve Problems	Adept
Deliver Results	Adept
<b>Workforce Leadership (supervisory roles only)</b>	
Manage and Develop People	N/A