



POSITION DESCRIPTION

HRF001:

Date: Sept 08

Approved by:

Position Title:	Gallery Attendant
Department:	Creative Programs
Classification / Level:	PCSR2 (\$19.94 per hour)
Reports to:	Visual Arts Executive
Direct reports:	N/A
Significant working relationships:	Creative Programs team, AFC staff, artists
Decision Making / Purchasing Authority:	N/A
Special Conditions:	Core Artspace hours of work will be Wednesday to Saturday. Some additional hours may be required from time to time. Some evening work may also be required from time to time.

Information on Adelaide Festival Centre	The Adelaide Festival Centre is central to the Arts in South Australia and an integral part of community life in the State. The AFC welcomes the community, artists and companies and provides arts leadership in SA. We celebrate and showcase Australian artistic achievements, develop them for a world audience and bring stimulating ideas and projects to our state.
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Department Overview	Creative Programs is charged with the responsibility of meeting the artistic objectives of the Trust. Its mission is to provide a balanced program of arts and entertainment, which assists with the development of the arts in Australia and South Australia and creatively and effectively utilises the venues of the Adelaide Festival Centre. This helps to create opportunities for South Australians to experience arts and entertainment. Finally, the Programming Department creates and capitalises upon opportunities to use its creative and administrative resources to generate income for the Trust, which may then be used to support the Centre's artistic objectives.
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Summary of Key Purpose:	Assist the Visual Arts Executive with the responsibilities associated with operating the Artspace Gallery and foyer exhibitions.
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Key Result Area / Accountabilities: (This position will:)	KPI / Measurement: (How this will be measured:)
Under the direction of the Visual Arts Executive:	
Act as gallery assistant in the Artspace during normal exhibition gallery hours or other times as appropriate and as directed.	Gallery attended.
Perform duties as defined by standard FOH procedures for the Artspace;	Duties performed.
Prepare appropriate documents as directed using MS WORD, Excel, Outlook software to generate; <ul style="list-style-type: none"> • spreadsheets • Exhibition labels • sales record sheets 	Documents are prepared efficiently and appropriately.
Conduct relevant research on the internet including searching for images and artists in relation to particular mediums, cultures or expressions.	Completed as required.
Keep contact list up to date from Artspace visitors book, phone and face to face requests;	Contact lists are up to date.
Liaise with Marketing & Corporate Relations to ensure brochures and marketing materials are up to date re upcoming visual arts exhibitions and market shows to public	Marketing materials are up to date and appropriate.
Generate documents re sales procedures, contact lists and lists of exhibition works according to information provided by programming staff	Documents generated as required.
Answer phone calls and return messages from Artspace phones including resolution of customer complaints;	Phone answered, message returned or forwarded and complaints handled as required.
Assist with gallery functions in the evenings from time to time, including weekends	Functions attended as required.
Assist with visiting school groups or children visiting the Artspace	Groups/children assisted and informed as required and appropriate.
Coordinate school bookings and liaise with Education Officer	School bookings allocated or directed to the appropriate person.
Liaise with volunteer workers in the Artspace;	Volunteer comfortable and happy.
Assist with tasks during installation of large exhibitions;	Tasks completed as required.
Maintain personal presentation in accordance with the standards of the Adelaide Festival Centre	Personal presentation is up to or above standard.
Ordering stationery as required.	Stationery is available as needed.
Liaise with Patron Services Operation Coordinator to ensure Artspace Gallery is always adequately staffed.	Artspace is staffed as needed.
Assist with organisation of Artspace Gallery functions including liaising with catering and production staff.	Functions and associated duties are organised in timely manner.
Ensure Petty Cash tin is maintained including reconciling	Petty cash is reconciled.
Assist with visiting artists as required including material needs, directions, catering and other general assistance as required.	Visiting artists' needs are met as required.
Generate signage and notices for relevant exhibitions including text panels as required.	Signage including text panels are produced as required in agreed timeframe.
Abide by all AFC policies and procedures including OHSW, Customer Service and Records Management	Understanding of policies and procedures demonstrated regularly through assistance provided to staff and appropriate behaviours
Other duties as required	Responsibilities undertaken efficiently and within agreed timeframes

Corporate Values:

Value:	Detail:	Measurement:
1. We believe in the arts.	1. They are essential for a vibrant and healthy community. We provide an important service to the public.	1. Demonstrated passion for the arts
2. We are a leader in the arts.	2. We are proud of the leadership role we play in the arts.	2. Contribution to the promotion and achievement of the centre
3. We value our customers.	3. They are critical to our success. We respect, listen to and work with our customers and the community.	3. Demonstrated ability to provide outstanding customer service to both internal and external customers.
4. We achieve through teamwork.	4. By working as a team within the centre and actively seeking partnerships with other companies our achievements will be strengthened.	4. Strong commitment to teamwork and positive contribution to a cohesive team environment.
5. We support and value our employees.	5. It is integral to our success that employees feel supported, valued and acknowledged.	5. Demonstrated respect and professional behavior to others.
6. We believe in growth through improvement	6. Learning about new ways to improve our work will benefit the Centre and the community.	6. Demonstrated ability to review and improve the tasks and functions undertaken.

Key Competencies:	Requirement (essential / highly desirable/ desirable)
Qualifications / Education	Qualification / Education
Visual Arts qualification or completing similar	<i>Desirable</i>
Knowledge/Skills/Abilities	Knowledge/Skills/Abilities
Excellent communication and interpersonal skills	<i>Essential</i>
Excellent people skills	<i>Essential</i>
Ability to work unsupervised	<i>Essential</i>
A commitment to demonstrating excellent customer service and resolving difficult service situations	<i>Essential</i>
Ability to stay calm under pressure	<i>Essential</i>
Excellent telephone manner	<i>Essential</i>
Ability to follow directions	<i>Essential</i>
A commitment to demonstrating initiative and self motivation together with a "can do" attitude	<i>Essential</i>
Computer literacy skills	<i>Essential</i>
Lateral thinking and problem solving skills	<i>Highly desirable</i>
Experience working with children successfully	<i>Highly desirable</i>
Willingness to learn and develop skills and competencies within the roles of patron services	<i>Highly Desirable</i>
Knowledge and/or experience in visual arts, including Indigenous art	<i>Desirable</i>
Cross cultural experience	<i>Desirable</i>
Relevant arts/entertainment/sales/selling experience	<i>Desirable</i>
Numeracy and cash handling skills	<i>Desirable</i>

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Signature of Incumbent:

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Signature of Manager:

Date:.....

Date:.....