

JOB DESCRIPTION FORM

JOB TITLE: Gallery Visitor Experience Officer	POSITION NUMBER 16422	CLASSIFICATION: Level 2
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AWARD Public Service Award 1992 / PSGO CSA GA 2024	EMPLOYMENT TYPE Permanent, Full time
DIRECTORATE Operations	TEAM Visitor Experience Team
POSITION REPORTS TO Pos No 16421 - Visitor Experience Team Leader	POSITIONS REPORTING TO THIS POSITION NIL
PURPOSE OF POSITION <p>The role of Visitor Experience Officers is to enhance the Gallery's public profile through positive interaction and information delivery while also assisting with ensuring the safety of Gallery visitors and art works.</p> <p>The position has a key customer service role and interacts with the public, by providing informative and educational information and assistance about the Gallery, the art and its activities, and ensures the conditions of entry are followed and maintain the Gallery's safety and emergency management procedures.</p>	
CONTEXT <p>The Art Gallery of Western Australia develops and maintains the best public art collection in the State and the world's pre-eminent collection of Western Australian art. Our purpose is to preserve, interpret, display and acquire historic and contemporary visual arts. Through our collections, programs and events, we offer visitors exciting encounters with Western Australia art, Australian Indigenous art and the art of the world. The Art Gallery of Western Australia has an established national and international reputation and brings major world exhibitions to Western Australia and takes Western Australian initiated exhibitions to the world.</p> <p>The Art Gallery of WA is a Statutory Authority within the Department of Local Government, Sport and Cultural Industries. The Department facilitates lively communities and the economy and the offering of outstanding and inclusive sporting and cultural experiences to local, interstate and international visitors.</p>	

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STATEMENT OF DUTIES

The position helps to ensure the safety of Gallery visitors, staff, property and exhibits, by:

1. attending briefing sessions from within the gallery to enable knowledge and useful information to assist visitors;
2. patrolling Gallery spaces and critical access points during Gallery hours;
3. assisting with evacuations and other emergency situations in a safe, efficient and effective manner in line with established procedures;
4. monitoring the conduct of visitors to the Gallery in an attentive, but discreet, unobtrusive and diplomatic manner to ensure compliance with the Gallery's conditions of entry;
5. observing the condition of displayed works of art and reporting any instances of damage;
6. providing information on exhibiting artists and artworks as a means of enriching visitors experience and appreciation for the arts as required;
7. undertaking a variety of tasks in response to Gallery needs in a changing environment such as assisting with the setting up of events, maintenance of exhibition presentation
8. working within relevant Gallery policies, including the Code of Conduct, Work Health and Safety, Anti-discrimination and Sexual Harassment.

COMPLIANCE AND LEGISLATIVE KNOWLEDGE

Comply with Department's Code of Conduct, policies and procedures and relevant appropriate legislation.

Meet Work Health and Safety, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.

Maintain current knowledge of all developments and changes in legislative requirements that apply to the state government sector.

SPECIAL CONDITIONS

Current Criminal History Record Check: An acceptable National Police Certificate (police clearance), or equivalent, is an essential pre-employment requirement and must be obtained prior to commencement.

Please note that a criminal record does not necessarily disqualify you for appointment. You will be given the opportunity to discuss the matter fully before a final decision is made.

100 Point identification check

'Australian Permanent Residency' status is a minimum requirement for permanent appointment to the WA Public Sector. However, for appointment on a fixed term contract or casual basis, applicants only require a valid Work Visa for the duration of the entire advertised term.

Current Provide First Aid Certificate or to obtain one within the first month of employment.

Complete induction procedure within one month from start date with AGWA. Complete Accountable and Ethical Decision making within one month of commencement.

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<p>WORK RELATED CRITERIA (SELECTION CRITERIA)</p> <p>Essential</p> <ol style="list-style-type: none"> 1. Ability to develop and maintain good working relationships with internal and external stakeholders. 2. Commitment to provide accurate visitor information and historical details about the exhibits. 3. Ability to follow directions and provide a high level of customer and client service and Gallery safety 4. Excellent communication skills with a variety of people, and proven problem solving ability in a variety of settings. 5. Demonstrated ability to respond to emergencies and incidents, problem solve and prioritise time, in a safe and timely manner. 6. Proven skills in working in a team situation and the ability to demonstrate behaviours that reflect and align with a Code of Conduct and Public Sector Code of Ethics. 	<p>KEY RELATIONSHIPS / INTERACTIONS</p> <ol style="list-style-type: none"> 1. Visitor Engagement Team Leader 2. Other Art Gallery employees 3. Members of the Public <p>LOCATION Perth Cultural Centre</p> <p>Other Conditions</p> <p>The Gallery is open 6 days per week and as such you will be required to do weekend and sometimes evening work.</p> <p>You will need to commence work at the opening time or for the beginning of your rostered shift.</p>
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Manager Signature: **Date:**/...../..... **Employee Signature:** **Date:**/...../.....