



ART GALLERY SOCIETY OF NEW SOUTH WALES

POSITION DESCRIPTION:

Role Profile for:	Membership Engagement Assistant
Department	Membership Engagement
Salary Band Level	Grade 3 \$29.40 Ordinary hourly rate Amusements Events and Recreation Award
Reports to	Membership Engagement Manager
Direct Reports	Nil
Hours of Employment	Casual – as required
Employment type	Casual
Location	Art Gallery of New South Wales, Sydney

Art Gallery Society overview:

The Art Gallery Society of NSW (AGS) is the official Membership Program for the Art Gallery of NSW (AGNSW). Our purpose is to deliver a range of benefits, events and services to almost 30,000 members and to support AGNSW with financial assistance toward artwork acquisitions, programs and exhibitions – creating opportunities to enhance the experience of the Gallery for our members and the public.

AGS was established in 1953 and is a not-for-profit public company limited by guarantee with its own governing Council, staff, budget, annual report and events program. AGS is made up of six departments:

- Executive
- *Look* magazine
- Finance and Administration
- Marketing
- Membership Services, and
- Membership Engagement

AGS works closely with teams across AGNSW to deliver events and activities in association with the Gallery's exhibitions, learning, marketing and fundraising programs. The opening of the AGNSW Sydney Modern Project (SMP) in late 2022 and the 70th anniversary of the Art Gallery Society in 2023 are expected to deliver strong membership growth over the coming decade.

Purpose of the role:

- Develop, deliver, coordinate and evaluate specific AGS programming including the Art Bus, Art Walks, activities and other offsite excursions as well as other events as required;
- Support the delivery of AGS programs and events in consultation with the Membership Engagement Team, including delivering various administrative task relating to Membership Engagement and Membership Services.

Key accountabilities:

This role reports to Membership Engagement Manager, via the Senior Events producer, Events Producer, or Workshop Coordinator when working on membership engagement programs and events.

Under general guidance and in accordance with the Art Gallery Society's Code of Conduct and policies, and the relevant government policies and guidelines, Program Producer duties include (but are not limited to) the following:

Key Duties:

- Develop, deliver, coordinate and evaluate specific AGS programming including the Art Bus, Art Walks, activities and other offsite excursions as well as other events as required;
- Assist in the delivery of AGS events including the set up and pack down of programs and activities events such as lectures, concerts, parties, tours and a range of other bespoke Membership Engagement Programs;
- Support the smooth running of events, including checking attendance, seating assistance, visitor management, and responding to enquiries from event participants;
- For selected events, contribute to creative program development in consultation with permanent staff from the Membership Engagement Team;
- Contribute to documentation development for programs in consultation with permanent staff from the Membership Engagement Team;
- Liaise with lecturers, performers, audio visual staff, various speakers/talent, audio visual staff, AGS members, catering staff, AGNSW Volunteers and other stakeholders;
- Liaise with performers to ensure stage requirements are met including sound checks and lighting;
- Assist in the service of food and beverage as required;
- Liaise with AGNSW Gallery Security Officers (GSOs) and Visitor Experience Hosts as required;
- Deliver programs, workshops and interpretative tours to members that are innovative, high quality and contemporary to ensure the needs of the target audiences are met;
- Assist in providing high quality member and visitor services in the Members Lounge from time to time;
- Competently use the Microsoft office suite and various project management software and online event delivery tools and systems (Zoom, Teams, Facebook, Excel, Event Pro, Trello, Campaign Monitor and Sugar) to efficiently meet the administration needs for the efficient and professional production of AGS programs.

Key challenges:

- Working autonomously in a fast-paced collaborative environment;
- Meeting AGS standards of hospitality, reporting and procedures whilst meeting key stakeholders, including AGS team members, AGNSW staff, and members expectations.

Key relationships:

WHO	WHY
Internal	
AGS Membership Engagement Team	<ul style="list-style-type: none">• Maintain transparent and timely communication regarding event programming, delivery and procedures;• Work together as a team and contribute to positive working relationships.

AGS Membership Services team	<ul style="list-style-type: none"> • Maintain transparent and timely communication regarding the functioning of the Members Lounge and members services administration tasks
AGS Marketing team	<ul style="list-style-type: none"> • Provide accurate and timely information to support the effective marketing and promotions of events; • Support the development of engaging online content for all channels pre- and post-event.
AGNSW Staff	<ul style="list-style-type: none"> • AGNSW staff: maintain and foster good working relationship • Visitor Experience: support event sales, communications and visitor information at front-of-house outlets • GSO (security): maintain good working relations and information sharing • Volunteers: support good relationships and engagement with AGS programs
External	
Lecturers, presenters and entertainers	<ul style="list-style-type: none"> • To ensure the delivery of high quality events
Other contractors and suppliers	<ul style="list-style-type: none"> • To ensure the delivery of high-quality events
Members	<ul style="list-style-type: none"> • Provide excellent customer service and a 'AGNSW member-first' approach that encourages retention of members
Non-Members	<ul style="list-style-type: none"> • Provide excellent customer service as required and encourage the growth of membership through positive experience

Role dimensions

Decision making:

- Exercises appropriate levels of autonomy in responding to day-to-day work priorities and schedules;
- Seeks instruction and advice from AGS team as necessary and in a timely manner.

Essential Requirements

- RSA certificate, or ability to obtain one;
- Working with Children Check clearance, or ability to obtain one;
- First Aid Certificate, or ability to obtain one;
- Excellent customer service skills, professional approach and good self-presentation;
- Excellent attention to detail;
- Working knowledge of WHS policies & procedures;
- After hours and weekend work is a key requirement of this position.

Focus capabilities

The Focus Capabilities of the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours which would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Group and capability	Level	Behavioural indicators
Personal Attributes: Manage Self	Intermediate	<ul style="list-style-type: none">• Adapt existing skills to new situations• Show commitment to achieving work goals• Show awareness of own strengths and areas for growth, and• develop and apply new skills• Seek feedback from colleagues and stakeholders• Stay motivated when tasks become difficult
Relationships: Work collaboratively	Foundational	<ul style="list-style-type: none">• Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts• Respond to others who need clarification or guidance on the job• Step in to help others when workloads are high. Keep the team and supervisor informed of work tasks• Use appropriate approaches, including digital technologies, to share information and collaborate with others
Results: Deliver results	Foundational	<ul style="list-style-type: none">• Seek clarification when unsure of work tasks• Complete own work tasks under guidance within set budgets, timeframes and standards

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Date: March 2022

		<ul style="list-style-type: none"> • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks
Results: Plan and prioritise	Foundational	<ul style="list-style-type: none"> • Plan and coordinate allocated activities • Re-prioritise own work activities on a regular basis to achieve • Set goals • Contribute to the development of teamwork plans and goal setting • Understand team objectives and how own work relates to achieving these
Business Enablers: Technology	Foundational	<ul style="list-style-type: none"> • Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security

Key Selection Criteria:

1. In depth knowledge and on the job experience of all aspects of planning, delivering and evaluating events programs to a diverse range of audiences;
2. Demonstrated experience in project management processes and activities;
3. Good written and verbal communications skills including report writing, promotional content and in person presentation skills;
4. Strong people skills and demonstrated experience in working with a small high performing team to deliver excellent customer services and experiences;
5. Strong attention to detail and accurate daily reporting; and
6. Experience in using online event delivery tools and systems (Zoom, Teams, Facebook etc), Excel, Microsoft Office suite).

Other:

- A knowledge of visual arts or art history would be an advantage

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the AGS.

APPROVED BY	DATE