Role Description
Gallery Host, Brett Whiteley Studio

Division/Branch/Unit	Public Engagement
Location	Art Gallery Road
Classification/Grade/Band	Clerk Grade 1
Kind of Employment	Casual
ANZSCO Code	531111
Role Number	Various
PCAT Code	1119192
Date of Approval	November 2019
Agency Website	http://www.artgallery.nsw.gov.au/

Overview

The Art Gallery of New South Wales (the Gallery) is a statutory body established under the Art Gallery of New South Wales Act 1980 and is an executive agency under the Department of Premier and Cabinet. The Gallery is in The Domain adjacent to the Royal Botanical Gardens and the Central Business District on the lands of the Gadigal peoples of the Eora nation, and attracts around 1.4 million visitors annually.

The Gallery holds significant collections of Aboriginal & Torres Strait Islander, Australian and International art and presents a dynamic program of temporary exhibitions involving significant loans from national and international collections. The Gallery also manages the Brett Whiteley Studio in Surry Hills. The Gallery employs 350 people on an annual basis and has a current effective full-time equivalent of around 215 staff. As the state's leading institution for the visual arts, the Gallery plays a vital role in the cultural and intellectual life of both Sydney and Australia.

The Gallery is currently undergoing planning for its expansion. The Gallery's expansion, known as the 'Sydney Modern Project' or 'SMP', involves the construction of a new building to the north of the existing Gallery building as well as some modifications to the existing building.

Primary purpose of the role

Art Gallery of New South Wales Hosts (Gallery Hosts) are the first point of contact with the public and are responsible for welcoming visitors and guests to the Gallery while providing professional visitor/customer service in processing ticket purchases, assisting programs, events and activities, and through assembling and disseminating Gallery information to the public and staff.

Hosts located at Brett Whiteley Studio in Surry Hills also provide professional visitor/customer service in processing merchandise purchases, assisting programs, events and activities, and through assembling and disseminating Studio information to the public and staff. The Studio is open to the public on Fridays, Saturdays and Sundays, from 10am to 4pm.

Key accountabilities

- Support the Studio and Gallery in delivering high quality visitor experiences by ensuring excellent visitor service at all times.
- Providing information to Studio visitors and staff, representing the public face of the Studio in a professional, informed and welcoming manner.
- Effectively communicate with visitors, including for exhibitions, memberships, programs and events.
- Assisting in the facilitation of education groups, events and programs at the Studio.
- High level of accuracy in cash handling; including all customer transactions, end of day reconciliation and daily banking.
- Fast and accurate information given to customers regarding stock and database information.
- Security and supervision of the studio, its contents and artworks.
- Low level of complaints referred to Coordinator and Assistant Coordinator.

Key challenges

- Ensuring a high quality of visitor/customer service is continuously performed in challenging situations.
- Contribute to the operations of necessary systems and processes to facilitate success.

Key relationships

Who	Why
Internal	
Visitor Experience Manager	• Seek guidance, direction and gain support
Visitor Experience Supervisor	• Seek guidance, direction and gain support
Learning & Participation Team	• Participate in meetings, share information and provide input on issues
Curatorial and Exhibition Staff	• To support the curatorial vision and provide program support for exhibitions; for support and input to the content delivery
Venues Team	• To provide program support for commercial operations
External	
Visitors to the AGNSW	• Program delivery, evaluation, feedback
Guest speakers	• Supporting the guide lecture and training programs

Role dimensions

Decision making
- Issues to bring to the attention of the Visitor Experience Supervisor/Manager.
- Day to day prioritisation of work schedule.

Reporting line
- Visitor Experience Supervisor/Manager.

Direct reports
Nil

Budget/Expenditure
Nil

Essential requirements

1. Previous visitor/customer service experience in the cultural or tourism sector working with a diverse range of audiences.
2. Well-developed communication and interpersonal skills with the ability to deal courteously with visitors.
3. Previous responsibility for retail cash handling, credit card processing and daily reconciliations.
4. Experience using a computerised point of sale system
5. Confidence with visitor engagement and the influence required to increase membership sales.
6. Ability to stand for long periods and lift heavy objects.
7. Attention to detail in presentation of studio.
8. Current Working with Children Check or ability to obtain
9. First aid certificate or ability to obtain

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	**Foundational**
	Value Diversity	Foundational
Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	**Foundational**
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results	**Deliver Results**	**Foundational**
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	**Foundational**
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

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

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Foundational	• Be willing to develop and apply new skills • Show commitment to completing work activities effectively • Look for opportunities to learn from the feedback of others
Relationships Commit to Customer Service	Foundational	• Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers
Results Deliver Results	Foundational	• Complete own work tasks under guidance, within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks • Seek clarification when unsure of work tasks
Business Enablers Technology	Foundational	• Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology

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