Role Description
Volunteer Coordinator

Division/Branch/Unit	Public Engagement / Learning & Participation / Visitor Experience
Location	Art Gallery Road
Classification/Grade/Band	Clerk Grade 5-6
Kind of Employment	Temporary 3 years - Part-time (3 days/week)
ANZSCO Code	531111
Role Number	TBA
PCAT Code	1327292
Date of Approval	July 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

The purpose of this role is to coordinate volunteer operations, including supporting the development and implementation of a range of policies and procedures, engagement strategies, recruitment and induction processes and training programs.

Key accountabilities

- Recruit, train, roster and coordinate the volunteer workforce to provide high-quality visitor experiences and services to the Gallery.
- Develop policies, procedures, manuals and other documentation to support volunteer strategies that align with the NSW Volunteer Strategy 2016-2020 and the National Standards of Volunteer Involvement (NSVI).
- Monitor, analyse and report on volunteer participation rates across all Gallery operations; conduct analysis of feedback and statistics of volunteer and participation programs.

- Problem solve operational and visitor issues, documenting and communicating key visitor and volunteer feedback to relevant staff.
- Implement and evaluate a volunteer training program to ensure continuous improvement of audience engagement initiatives and ensure professional standards of practice are maintained.

Key challenges

- Coordinating and prioritising multiple internal and external stakeholder interests, expectations and timelines.
- Interpreting and analysing volunteer and participation data to inform future development of volunteer programs that meet organisational needs and expectations.

Key relationships

Who	Why
Internal	
Volunteer Management Committee	• Seek guidance, direction and gain support
Visitor Experience Manager	• Seek guidance, direction and gain support
Visitor Experience Team	• Liaise with the Visitor Experience team to ensure volunteer operations are supported
Volunteer Guide Coordinator	• Maintain cohesion with how all volunteers are coordinated and supported
Art Gallery Society Team	• Liaise with the Art Gallery Society to ensure operational support is provided
External	
Visitors to the AGNSW	• Program delivery, evaluation, feedback

Role dimensions

Decision making

- The Volunteer Coordinator operates with some level of autonomy, makes day to day decisions relating to work priorities and workload management.
- Issues to bring to the attention of the Volunteer Management Committee / Visitor Experience Manager.

Reporting line

- Visitor Experience Manager/Volunteer Management Committee.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

1. Significant experience in volunteer management/coordination, preferably in a museum, gallery, cultural or not-for-profit sector.
2. Current Working with Children Check

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	**Intermediate**
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	**Adept**
	Influence and Negotiate	Foundational
Results	Deliver Results	Foundational
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

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	Intermediate	• 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 • Maintain own motivation when tasks become difficult
Relationships Work Collaboratively	Adept	• Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Plan and Prioritise	Intermediate	• Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

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