

POSITION DESCRIPTION

Position Title:	Venue Manager - Gallery
Award / Level:	Local Government Industry Award MA0000112- Level 6
Department:	Penrith Regional Gallery – Home of the Lewers’ Bequest
Type:	Full-time, fixed term – 12 months This position includes regular weekend work and may require some evening work in accordance with Program demands.

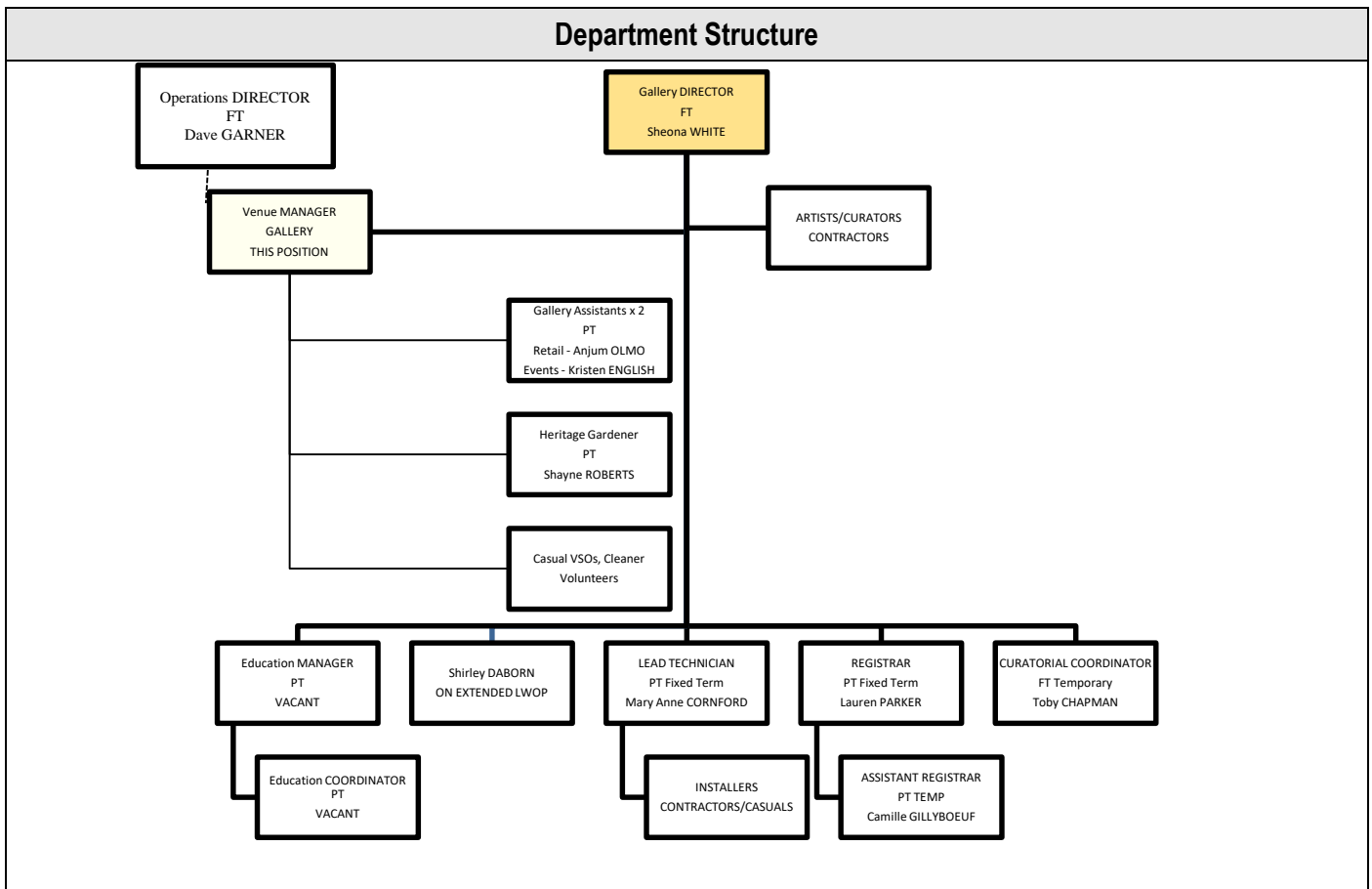
Position Purpose

The Venue Manager - Gallery is an outward facing role managing the on site Venue Services team. The responsibilities for this team revolve around the day to day engagement with Gallery visitors including management of reception, retail offer, presentation of heritage garden, customer service, information and the visitor experience.

The quality of visitor experience includes way finding, implementing site visual identity strategies, development and management of the retail offer, being actively involved in invigilation, safety and security of the Gallery. The Venue Manager - Gallery is the site point of contact and liaison for all contractor, maintenance and Council personnel. The Venue Manager – Gallery is also responsible for operational liaison with the sites café operator and manages venue hire on site.

As part of the Gallery team, this position reports to the Gallery Director whilst also being a vital part of the PP&VA Venue Services team led by the Operations Director. The position also provides administrative support to the Gallery Director, with duties in data collation, reporting, finance and staff administration and communication with stakeholders as required.

Department Structure



Key Result Areas**1. Co-ordinate and develop Visitor Services****Major Actions**

- Managing the tasks and workflow for the Venue Services staff on site:
 - Gallery Assistant – Retail
 - Gallery Assistant – Events
 - Heritage Gardener,as well as casual Visitor Services Officers and Volunteers
- Overseeing the day to day co-ordination of reception area including customer service, sales and inventory control of retail offer, attendance number records and reporting, answering phone and referring enquiries
- Requesting work orders through Council procurement system and coordinating contractors onsite
- Developing and implementing Visitor Service plan in collaboration with Gallery management
- Implementing the Volunteer strategy and managing the volunteer handbook, inductions and roster
- Ensuring Visitor Services roster is adequate and Gallery calendar is current at all times
- Managing event and venue bookings through event, ticketing and venue systems on behalf of the Gallery. This includes internal, commercial, community and Friends of the Gallery events
- Managing the welcome, enrolment and attendance records of education programs through the ticketing system
- Observing and sharing visitor responses and behaviours with Gallery program team

Performance Measures

- Required reporting data delivered to business in a timely manner
- Efficient running of reception and day to day operations of site
- Calendar and event accuracy
- Prompt and accurate reporting of any observed changes to artworks and feedback on visitor behaviour and responses

2. Operational Duties**Major Actions**

- On site liaison and induction (in need) for contractors, workshop attendees, artists and hirers.
- Daily contact with cleaning team
- Manage the on-site gardener.
- On site point of contact for all contracted security companies and Penrith City Council maintenance staff
- On site coordination of major projects work in liaison with third party project manager/s
- Open and close exhibition spaces ensuring WHS hazard and climate control inconsistencies are reported and AV equipment is set up and operational
- Manage scheduled staff training in partnership with Gallery Director
- Co-ordinate required repairs/maintenance
- Prepare space for events (ie: set up tables and chairs, AV Equipment). This also includes management of event staffing and security, liaison with hirers and coordination of catering requirements between hirer and café operator.
- Manage set up and pack down of spaces in line with function requirements
- Liaise with curatorial and exhibition staff and report on condition of exhibition spaces

Performance Measures

- Efficient running of reception and day to day operations of exhibition and display spaces and site
- Successful events and favourable feedback on facilities
- Ongoing positive visitor feedback on cleanliness/functionality of exhibition spaces and site

Key Result Areas**3. Administration****Major Actions**

- Collate weekly payroll information for PP&VA Finance (time sheets, leave forms)
- Oversee petty cash and cash float systems and prepare banking and regular retail stock take
- Prepare invoice and purchase orders in line with PP&VA processes
- Provide administrative support for Gallery team as directed
- Compile financial and visitation statistics for monthly reporting to PP&VA CEO and Board
- Facilitate fortnightly staff meetings, coordinate agenda, take and distribute minutes
- Collate and report on café covers information provided weekly/monthly
- Manage, with the Administration Manager, the allocation of site keys

Performance Measures

- Demonstrated efficiency and organisation
- Required reporting data delivered to business in a timely manner
- High degree of accuracy in all data

4. Customer Service**Major Tasks**

- Provide effective service to PP&VA customers and the community
- Provide effective service to internal customers
- Accurately identify the needs of customers
- Take action to satisfy customer needs
- Present a positive image of PP&VA/ The Joan/ The Gallery

Performance Measures

- A calm conciliatory approach is used in all customer dealings
- Active listening techniques are applied in customer dealings
- Customer needs are identified and confirmed with the customer
- Appropriate action to satisfy the customer need is identified and implemented
- Personal presentation and grooming adheres to organisational and departmental guidelines

5. Work Health and Safety (WHS)**Major Tasks**

- Attend training as required and ensure completion of training by supervised staff
- Perform work in accordance with WHS policies and procedures
- Ensure all procedures have been risk assessed, and risk assessments are reviewed in line with designated timeframes
- Monitor implementation and use of risk control measures
- Participate in consultative processes for the management of WHS, and ensure consultation processes are available to, and used by, supervised staff

Performance Measures

- All required training has been completed
- All supervised staff have completed required training
- WHS procedures are identified and complied with
- Risk assessment documentation is completed in line with legislative requirements, and risk assessments are reviewed at least annually or more frequently if required
- Risk control documentation is completed and records kept in accordance with council procedures
- Participation in consultation process is on record
- Record of supervised staff participation in consultation

Key Result Areas**6. Corporate Governance and Effective Work Practices****Major Tasks**

- Carry out work inline with relevant legislative and statutory requirements and /or industry codes, practices and standards
- Adhere to Code of Conduct, EEO and anti discrimination policies
- Take responsibility for and manage own work and contribute to a productive work environment
- Accept and contribute to workplace change
- Undertake workplace tasks as directed
- Work cooperatively with others to facilitate workplace learning
- Work in an ethical manner and comply with PP&VA's code of conduct and other governance documents adopted by the organisation from time to time
- Resolve workplace conflict in line with PP&VA policy
- Undertake recordkeeping activities in accordance with PP&VA's Records Management business rules, procedures, policies and any relevant State Records Legislation

Performance Measures

- Relevant legislative and statutory requirements and /or industry codes, practices and standards are always complied with
- Work reflects application of, and adherence to, EEO and anti discrimination policies
- A positive work atmosphere is maintained by acting and communicating in an effective and appropriate manner with all customers, external contractors, co-workers, supervisors and managers
- Work tasks are appropriately prioritised and time effectively managed
- Productivity is consistent with reasonable expectations of a proficient employee in the position
- Implications of workplace change are identified and accepted
- Agreed changes to improve work outcomes are acted upon
- Direction from supervisor is accepted and acted upon
- Requests to take on alternative duties from time to time are accepted and adhered to
- Training is attended when required
- Training needs of other employees are identified and appropriate action identified and implemented
- All work is ethical and complies with PP&VA's Code of Conduct and governance documentation
- Workplace conflict is resolved in line with PP&VA's Grievance procedures
- Record keeping activities are undertaken in accordance with PP&VA's policy and procedural requirements
- PP&VA's official information is captured in the Corporate Information Management System - IMS

Qualifications, Experience and Specialist Skills & Knowledge**Essential**

- Demonstrated experience in leading front of house operations for a museum, gallery or other cultural institution or equivalent skill set
- Demonstrated experience in managing a medium sized team of staff in a customer centric environment, including rostering, health and safety matters and other staff related matters
- Experience in managing retail merchandise presentation, stock management and shipping logistics
- Demonstrated experience in facilities management including security, building condition, cleanliness, emergency procedures and resource management.
- Effective written and oral communication skills
- Familiarity with Microsoft Office products (including cloud based products)
- Current First Aid certificate or willingness to complete at business expense

POSITION DESCRIPTION

Key Result Areas

Desirable

- Responsible Service of Alcohol certificate (or ability to acquire)
- Exposure to ticketing software systems and point of sale systems

Position Based Core Skills Training

- Work Health and Safety
- Equal Employment Opportunity and Diversity
- Governance
- Drug and Alcohol Control Policy
- Manual Handling
- Hazard Identification
- Code of Conduct

Values and Behaviours

Penrith Performing & Visual Arts Ltd and Staff support the following Values and Behaviours:

Integrity

- I am honest, ethical and maintain public trust
- I do what I say I'm going to do and I stand up for what I believe in
- I set a standard to be proud of amongst the community
- I do the right thing - even when no-one is looking

Selflessness

- I am willing to put others before me and assist them when needed
- I put the good of the organisation and the community above personal goals
- I support sustainability and cater for the wellbeing of future communities
- I uphold social justice principles

Accountability

- I take responsibility for decisions and actions, whatever the outcome
- I take responsibility for work, behaviour and how resources are used
- I ensure a safe and healthy workplace
- I take ownership of my work
- I operate within delegations

Honesty

- I tell the truth and correct misinformation
- I will refuse any bribes and I do not steal
- I trust in our relationships
- I ensure duties are undertaken in a lawful manner

Leadership

- I am creative and innovative
- I take responsibility and I am a good role model
- I inspire others in the organisation and community to be the best they can
- I have the courage to do the right thing
- I listen and communicate clear directions and actions

POSITION DESCRIPTION

Values and Behaviours

Impartiality

- I am always fair and treat people equally
- I am understanding and act objectively
- I separate personal interests from work responsibilities
- I base all decisions on merit and facts I am consistent in the application of processes

Openness

- I am transparent and straight-forward
- I am able to discuss problems or concerns and give reasons for decisions
- I share information appropriately
- I am obliged to report wrong-doing

Respect

- I treat others fairly and objectively
- I value and accept other people's differences
- I treat others with dignity, kindness and in the spirit of service
- I treat people how I would like to be treated
- I recognise the worth of individuals