Position Description
December 2019

Position Title: Gallery and Administration Assistant

Position Type: Casual (on-going)

Remuneration: $26.03 hourly (Mon – Sat), $36.44 (Sunday) including casual loading (plus 9.5% Superannuation)
Amusement, Events and Recreation Award 2010 (MA000080)

Reporting Structure:
Reporting to: Director – Business and Operations with day to day supervision by the Gallery Coordinator
Direct reports: None

Key Relationships:
Internal: Staff, Studio Artists, Exhibiting Artists, Volunteers
External: General Public

Location:
21-31 High Street, Preston South, VIC, 3072 and 44 Glasshouse Road, Collingwood, VIC, 3066

Hours:
Casual, approximately 16-18 per week over 3 days including regular Saturdays and Sundays (when Preston South Gallery is open)

Position Purpose
The Gallery Assistant provides a friendly and welcoming experience for visitors to Gertrude Contemporary. This is achieved by providing a high level of customer service to visitors and ensuring that the gallery is at all times clean and presentable, and the exhibitions are functioning properly. They are expected to have an excellent understanding of gallery and office protocols; the capacity to effectively communicate ideas and liaise with a range of stakeholders including patrons, colleagues and the public; outstanding attention to detail and the ability to multitask.

The Gallery Assistant also provides administrative support for the Gertrude Volunteer program, program reporting and administration including basic bookkeeping under the direction of the Gallery Coordinator and Director, Business and Operations.

Gertrude operates across two sites in Melbourne (Gertrude Contemporary, 21-31 High Street, Preston South and Gertrude Glasshouse, 44 Glasshouse Road, Collingwood). From 2020, Gertrude Contemporary will be open to the public on Sundays (11am-4.30pm). The role will be based predominantly at Gertrude Contemporary and occasionally at Gertrude Glasshouse.

Responsibilities

Audience Engagement
- Welcome audience members into the gallery and support their engagement in the exhibition by providing exhibition information as required for the specific show.
- Answer enquiries from visitors about the current exhibition in a friendly and engaging manner based on curatorial information provided through briefings and supporting exhibition information.
- Answering telephone and email inquiries.
- Answer questions and proactively provide information regarding Gertrude Contemporary’s programs more generally in a friendly and engaging manner.
- Monitor and record numbers of visitor attendances.
- Proactively provide recommendations to Gertrude staff regarding customer service improvements.
- Assisting with public programs and events as required.
<table>
<thead>
<tr>
<th>GALLERY PRESENTATION &amp; INVIGILATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Perform daily gallery opening and closing procedures</td>
</tr>
<tr>
<td>• Ensure that all public spaces are presentable (including the entrance, gallery, front desk and bathroom). If necessary, tidy and wipe down surfaces as required.</td>
</tr>
<tr>
<td>• Ensure that back of house areas are clean and tidy. If necessary, tidy and wipe down surfaces as required.</td>
</tr>
<tr>
<td>• Report any maintenance or technical issues in the gallery or office and work proactively to resolve these issues with the support of other Gertrude staff and contractors as required.</td>
</tr>
<tr>
<td>• Ensure gallery spaces are open and invigilated during advertised opening hours.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>RESEARCH AND ADMINISTRATION SUPPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Undertake discrete pieces of research, program development and administrative assistance work under the direction of the Gallery Coordinator.</td>
</tr>
<tr>
<td>• Assist in the management of the Gertrude Volunteer Program including scheduling, briefing volunteers on training and issues, exhibitions, Workplace Health and Safety requirements, policies and general operations.</td>
</tr>
<tr>
<td>• Supervising volunteers on weekends.</td>
</tr>
<tr>
<td>• Perform a range of reporting tasks, including collating accurate and detailed visitation and exhibition reports.</td>
</tr>
<tr>
<td>• Assist in managing Gertrude’s digital presence including webpage, social media and EMD.</td>
</tr>
<tr>
<td>• Maintain contacts and subscriber database.</td>
</tr>
<tr>
<td>• Undertake basic bookkeeping tasks including receipt reconciliation and coding.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ADDITIONAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Flexibility to work additional hours as required for Gertrude to meet its operational requirements.</td>
</tr>
</tbody>
</table>

Note: The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying a position of this level.

**ESSENTIAL CRITERIA**

- Relevant tertiary qualifications and/or equivalent work experience.
- Knowledge of contemporary arts practice and a commitment to the development and support of contemporary art and artists.
- Exceptional communication and organisational skills with a strong commitment to customer service standards.
- Demonstrated administration skills with proven ability to handle multiple tasks and prioritise workloads with high attention to detail.
- Ability to work collaboratively within a team environment to ensure the organisation’s objectives are met.
- An ability to take initiative and display leadership in this role, as well as a willingness to work unsupervised.

**APPLICATION REQUIREMENTS**

- Cover Letter
- Curriculum Vitae
- ONE page response addressing the Essential Criteria

Email applications to Tracy Burgess, Director – Business & Operations on: apply@gertrude.org.au

Applications due: 11:59pm on Thursday, 16 January 2020
Interviews: Wednesday, 22 January 2020
Commencement: Week of 27 January 2020

Please note our offices will be closed between 21 Dec 2019 – 12 January 2020.