

POSITION DESCRIPTION			
Position Title:	Exhibitions & Public Programs Officer	Position No:	1314
Directorate:	Development & Community	Section:	Community & Culture
Unit:	Cultural Services	Sub Unit:	Hervey Bay Regional Gallery
Reports To:	Curator	Directs Reports:	Volunteers
Indirect Reports:	Casual staff	Location:	Hervey Bay Regional Gallery, Hervey Bay
Version No: Nov 2020	Evaluated: GC130	Status: Approved	By: EMODC
Position Objective		Our Values	
Supervise the day to day operations of Hervey Bay Regional Gallery to ensure effective and efficient service delivery, and high quality visitor experience. Support the Curator to deliver high quality programming that engages, educates and inspires, as well as building capability and resilience within the Fraser Coast community.		Trust Respect Accountability Initiative Teamwork Service	
Key Responsibilities and Indicators			
Key Result Areas	Key Accountabilities	Performance Indicators/Outputs	
Exhibitions & Programming	<ul style="list-style-type: none"> ➤ Plan and deliver exhibitions with suitable interpretation, promotion, and in accordance with exhibition agreements. ➤ Coordinate the delivery, installation, opening and demount of exhibitions and associated events. ➤ Coordinate marketing and promotional activities related to Hervey Bay Regional Gallery's exhibition and public programs, including collation and uploading of website content, brochures, social media and other associated material. ➤ Develop and maintain effective relationships with a diverse range of stakeholders including community organisations, business, contractors and government agencies. ➤ Remain abreast of current arts and cultural trends, and provide industry recommendations to the Curator. ➤ Implement service changes to ensure ongoing effective and efficient service delivery. ➤ Undertake specialised projects with minimal supervision; research, prepare and collate data for projects as required. 	<ul style="list-style-type: none"> ➤ High quality annual program delivered within budget constraints. ➤ Marketing and promotional activities delivered and maintained. ➤ Qualitative and quantitative visitation data reflects high quality exhibition and public programming. 	
Visitor Service	<ul style="list-style-type: none"> ➤ Enhance visitor experience by providing quality front-of-house services, while supporting the casual staff and volunteers to provide a positive, welcoming and informative atmosphere. ➤ Provide a professional, welcoming representation of the Fraser Coast region, and the range of arts, culture and heritage experiences on offer. 	<ul style="list-style-type: none"> ➤ High level of customer service supplied. ➤ Qualitative and quantitative visitation and revenue data reflects high quality 	

	<ul style="list-style-type: none"> ➤ Research, plan and deliver a retail strategy for an artisan retail range. ➤ Coordinate volunteer front of house service delivery, including recruitment, supervision, training and engagement. 	<p>visitor services and retail.</p> <ul style="list-style-type: none"> ➤ High level of engagement and retention from volunteer program.
Administration	<ul style="list-style-type: none"> ➤ Undertake administration duties including: <ul style="list-style-type: none"> ○ Drafting of correspondence; ○ Development of e-newsletters; ○ Volunteer rosters; ○ Draft and collate promotional material; ○ Other documentation as required. ➤ Deliver and supervise Regional Gallery administration in conjunction with the Administration Officer, including: <ul style="list-style-type: none"> ○ Inter-office communications; ○ Maintain visitation statistical data; ○ Distribute documentation; ○ Coordinate bookings for venue hire and community use, including setup and pack down as needed; ○ Coordinate and maintain cultural services online platforms, including producing digital content, upload exhibitions, events and program information; ○ Develop, enhance and implement effective gallery administration processes to ensure maximum efficiency and continuous improvement. ➤ Supervise volunteers and casual staff including rostering, updates and WHS as per Council's Monthly Action Plan. ➤ Mentor and coach volunteers to provide commentary and engagement relating to exhibitions, events and other activities. ➤ Prioritise workload to effectively perform all duties in relation to the work area and meet milestones and timeframes. ➤ Plan, assess and problem solve routine administrative issues and customer enquiries expediently and with limited supervision. ➤ Prepare procedures and systems to ensure effective presentation and maintenance of exhibitions, alongside safe working practices in line with WHS, Insurance and risk mitigation strategies. 	<ul style="list-style-type: none"> ➤ Tasks are undertaken in an efficient and timely manner. ➤ Work completed accurately, within designated timeframes set. ➤ Information provided is accurate and timely. ➤ Compliance with legislation, code of practice and industry standards.
Purchasing & Finance	<ul style="list-style-type: none"> ➤ Prepare statistical and financial reports to assist with planning of Regional Gallery budgets and strategies. ➤ Provide basic financial administration support including: <ul style="list-style-type: none"> ○ Cash handling and preparation of daily reconciliation; ○ Prepare end of day and week banking for reconciliation; 	<ul style="list-style-type: none"> ➤ Completed in a timely and effective manner with accuracy and within budget constraints. ➤ Procurement requirements are consistently met.

	<ul style="list-style-type: none"> ○ Daily banking and reconciliation including retail sales and tickets; ○ Float and petty cash reconciliation; ○ Process monthly purchasing card reconciliation. <ul style="list-style-type: none"> ➤ Financial administration including the creation, management, and processing of purchase orders / requisitions, invoices, consignment payments and other financial administration as required. ➤ Ensure the Procurement and Purchasing Policy is adhered to, and records are maintained. ➤ Support the Curator with the Regional Gallery shop development and administration, including: <ul style="list-style-type: none"> ○ Assist with retail stock coordination including consignment and retail stock; ○ Coordinate stocktake regularly; ➤ Ensure the safe and efficient operation of the Regional Gallery, including supporting the implementation and delivery of annual maintenance, repairs and upgrades as required. 	<ul style="list-style-type: none"> ➤ The venue is maintained to an excellent standard, with issues addressed in a timely manner and within budget constraints.
Work Health and Safety	<ul style="list-style-type: none"> ➤ Adhere to relevant Work Health and Safety policies and practices and carry out responsibilities outlined in Council's Safety Management Plan. 	<ul style="list-style-type: none"> ➤ 99% compliance with Monthly Action Plans.
Risk Management	<ul style="list-style-type: none"> ➤ Read, understand and comply with conditions as set out in the Risk Management Policy and undertake all relevant risk management training. 	<ul style="list-style-type: none"> ➤ As per Council risk management KPIs.
Records Management	<ul style="list-style-type: none"> ➤ Adhere to relevant Records Management policies and practices to ensure compliance with the Public Records Act 2002. 	<ul style="list-style-type: none"> ➤ As per Council's record management policies and procedures.
Code of Conduct and EEO	<ul style="list-style-type: none"> ➤ Encourage and promote behaviour consistent with Council's Code of Conduct and create a positive and equitable work environment that is safe, flexible, fair, culturally appropriate, inclusive and free from discrimination and harassment. 	<ul style="list-style-type: none"> ➤ Any matters arising are dealt with in accordance with the appropriate Council policy and procedures.
Customer Service	<ul style="list-style-type: none"> ➤ Provide a high level of customer service to internal and external customers. 	<ul style="list-style-type: none"> ➤ As per Council's Customer Service Standards management policy.
Sustainability Requirements	<ul style="list-style-type: none"> ➤ Adhere to the Sustainable Fraser Coast Charter and Implementation Plan and understand sustainability is a key element of Council's planning framework and is incorporated into all facets of decision making and policy development. 	<ul style="list-style-type: none"> ➤ As per Council's Sustainability Charter.
Values	<ul style="list-style-type: none"> ➤ Exemplify Council's values of Trust, Respect, Accountability, Initiative, Teamwork and Service through the demonstration of each value's associated behaviours. 	<ul style="list-style-type: none"> ➤ As per Council's 'TRAITS' campaign.
	<ul style="list-style-type: none"> ➤ Other duties as directed. 	<ul style="list-style-type: none"> ➤ Tasks are undertaken in an efficient and timely manner.

Selection Criteria

1. Demonstrated experience in gallery, museum, collection or archive administration, including the delivery of annual programs that include exhibitions and educational programs.

2. Demonstrated knowledge of administration functions and financial management aligned to the business.
3. Well developed organisational skills including ability to plan, meet deadlines and provide accurate information.
4. Demonstrated advanced computer skills including word processing, desktop publishing, spreadsheets, financial systems and a knowledge of social media and online content.
5. Strong communication and interpersonal skills, and ability to liaise with a range of internal and external customers.
6. Ability to work independently with limited supervision, prioritise workload to effectively perform all duties, and evidence of initiative and judgement in resolving routine problems.
7. Proven ability to work collaboratively as a team member, including supporting and encouraging other team members to achieve unit objectives and client satisfaction.

Qualifications/Licences	
Mandatory	➤ Diploma (AQF Level 5 or above) in gallery or arts administration/management, and/or previous equivalent experience within the arts and cultural sector.
Desirable	<ul style="list-style-type: none"> ➤ Degree in Business or similar / relevant experience ➤ Working with Children Blue Card ➤ Responsible Service of Alcohol (RSA)
Licences	➤ Class C Driver's Licence
Mandatory Training	
	<ul style="list-style-type: none"> ➤ Work Health and Safety ➤ Duty of Care ➤ Code of Conduct ➤ Manual Handling ➤ Fire and Evacuation ➤ Corporate Systems
Conditions of Employment	
Status	Permanent Full Time
Award	Queensland Local Government Industry (Stream A) Award – State 2017
Agreement	Fraser Coast Regional Council Certified Agreement 2018
Classification Stream	Administrative, clerical, technical, professional, community service, supervisory and managerial services
Classification	LGO Level 4
Allowances	As per Fraser Coast Regional Certified Agreement 2018
Progression	Annual review – single steps within level
Status	FWA Hours/Week 36.25
O/T Payable	As approved
Uniform	PPE As per Dress Standard and Corporate Uniform Management Policy
Other	
Position Details	
Position Number:	1314
Position Title:	Exhibitions and Public Programs Officer

I, _____, accept the position description as outlined above. I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

_____ Date: ____/____/20____
Signature of Employee