

NATIONAL PORTRAIT GALLERY

POSITION DESCRIPTION

Position Details	
Title	Visitor Services Officers
Classification	APS2 – PN Several – Casual
Salary	\$57,710 – \$62,437 pro rata plus 20% casual loading and superannuation
Section	Access and Learning
Security Clearance	N/A
Contact Officer	Visitor Services Coordinators

We acknowledge the Ngunnawal and Ngambri peoples, the Traditional Custodians of the Canberra region, upon whose lands the National Portrait Gallery stands.

About us

Our purpose is to increase the understanding and appreciation of Australian people and culture through the art of portraiture. We're open 364 days a year so more people can see the exhibitions and participate in a variety of innovative public and educational programs—including a vibrant virtual suite of events. We also have beautiful spaces for hire for private and corporate events; and house a delicious cafe and a treasure trove that is the store.

We recognise the great contribution from our staff in realising our mission and values; and encourage applications from Aboriginal and/or Torres Strait Islander people, the LGBTQIA+ communities, people with disability and people from culturally and linguistically diverse backgrounds.

We're committed to ensuring a child safe and child friendly environment, and to sustaining a safe workplace and inclusive culture. Our staff actively contribute to the wellbeing and safety of our visitors and each other.

The position

The Visitor Services Officer is part of the Access and Learning Team greeting visitors as part of the front of house team. This role requires experience in dealing with the general public, welcoming at the door and guiding them to the Gallery amenities, scanning pre- sold exhibition tickets, and assisting visitors to various exhibitions in the Gallery.

This role would also require experience in cash handling/EFTPOS methods as a requirement of the role will also be selling exhibition tickets to the general public. An interest in or undertaking study in art and/ or Australian History would be an advantage.

Training for this role will be provided by the Gallery.

Specific duties:

1. Represent the National Portrait Gallery by providing a range of front-of-house services including welcome and orientation to the Gallery, responding to visitor enquiries in person and by telephone, and providing information related to the historical and cultural significance of the collection and exhibitions.
2. Maintain administrative functions related to the operating aspects of the Gallery's front-of-house including point-of-sale (exhibition ticket sales), recording of statistical data, gallery maintenance and security.
3. Setup and introduce Headhunt, a student and teacher driven education program that utilises iPads.
4. Assist in the setup and delivery of public programs.
5. Deliver Gallery highlight tours to a wide range of audiences
6. As required, provide support to other areas of Gallery operations including the delivery of functions and events.
7. Acting as Evacuation and Fire Warden to ensure the safety of the visiting public and staff of the gallery upon completion of mandatory training;
8. Assistance with movement of a wide range of objects, as required, including but limited to art materials, bollards, easels, chairs, stools, portable tables, and modules of display furniture when necessary.

Please note:

There are several positions available on a casual basis. Shifts will be offered over a seven-day working week that may include some public holidays and after-hours work covering functions and events.

This position requires the successful candidate to obtain and maintain a WWVP (Working with Vulnerable People) card.

Applicant Information

If you require further information please contact Marina Neilson, Visitor Services Coordinator, Access and Learning on 02 6102 7078 or marina.neilson@npg.gov.au

Tell us how your skills, knowledge and experience make you the best person for the job in no more than 2A4 pages (using the specific duties as a guide).

As this is a casual vacancy, please state in your application your general availability during weekdays and weekends.

Applications are to be submitted to hrrservices@npg.gov.au along with current CV and application coversheet which can be found on our website www.portrait.gov.au

Applications close midnight

For assistance responding to the selection criteria and general information about applying for jobs in the Australian Public Service please refer to [Cracking the Code](#) or [ASPC Website](#).

SAFETY AND WORK ENVIRONMENT

ADMINISTRATIVE TASKS	FREQUENCY
Computer based work, sitting or standing at a desk	Frequently
Extensive typing or data entry	Rarely
Graphical, video production or analytical work	Never
Access to designated workstation	Frequently

WORKING HOURS	FREQUENCY
Flexible working hours	Rarely
Fixed start/finish times	Frequently
Intensive work over an extended period to achieve a deadline	Occasionally
After hours events or programs	Occasionally
Peaks and troughs of high and low workload	Frequently
Overtime	Never
Rostered shift work	Frequently
Rostered 24/7 on call	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Work directly with visitors and the public	Frequently
Produce work that is subject to critique or external review	Rarely

PHYSICAL DEMANDS	FREQUENCY
Walking long distances	Occasionally
Standing for long periods	Frequently
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Rarely
Handling collection items	Occasionally
Climbing	Occasionally
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Locally	Never
Interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Mandatory Personal Protective Equipment required	Never

MANDATORY PERSONAL PROTECTIVE EQUIPMENT	REQUIRED
Safety Footwear (operation of heavy machinery/lifting)	X
Gloves (Lifting/exposure to extreme temperatures/handling of dangerous goods/equipment)	X
Hearing Protection (excessive noise)	X
Hi Visibility Clothing (operation of heavy machinery)	X
Protective Eyewear (handling of dangerous goods/equipment)	X
Warm Clothing (exposure to extreme temperatures)	X

SAFETY TRAINING, PERMITS AND CERTIFICATES	REQUIRED
NPG Induction	✓
Driver's Licence	X
WHS Awareness for Workers	✓
WHS Awareness for Supervisors	X
Manual Handling	✓
Provide First Aid	✓
Fire Warden	X
Chief Warden	X
Business Continuity	X
Hostile Intruder and Lockdown	X
White Card	X
High Risk Work Licence	X
Work Safely at Heights	X
Elevated Work Platform	X
Verification of Competency for plant and equipment	X

Applicants must possess or have the ability to obtain the required safety training, permits and certificates. Any safety training required is provided by the NPG.

DESIGNATED EMERGENCY ROLES	REQUIRED
First Aid Officer	✓
Area Warden	X
Floor Warden	X
Deputy/Chief Fire Warden	X
Business Continuity Team Member	X
Business Continuity Team Leader/Deputy	X
Authorised Officer	X