

NATIONAL PORTRAIT GALLERY

POSITION DESCRIPTION

Position Details	
Title	Bookings & Schools Experience Coordinator
Classification	APS5, PN7413
Salary	\$86,305 - \$92,991 plus 15.4% superannuation
Section	Access and Learning
Security Clearance	National Police Check & Working with Vulnerable Persons Check (WWVP)
Contact Officer	Manager, Commercial Events & Tourism Paul McKay - 02 6102 7059 paul.mckay@npg.gov.au

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

As the Bookings and Schools Experience Coordinator, you will work collaboratively as part of the Access and Learning team. You will work with the team to deliver high quality customer service for our stakeholders, visitors, staff and supporters. The Bookings and Schools Experience Coordinator is responsible for managing, maintaining and optimising critical business systems including the Book Canberra Excursions Portal (BCE), Artifax venue management software system and the Gallery's Customer Relationship Management database – Tessitura. This position also provides administrative support for the Access and Learning section and drives best practice and sustainability by collaborating across the Gallery and with external partners to promote group visitation and educational programs. This position reports to the Manager, Commercial, Events & Tourism.

This position requires a significant on-site presence due to the operational requirements of the role. Occasional after-hours work will be required.

Specific Tasks

1. Promote services and programs offered by Gallery to a diverse range of clients including travel, coach and bus companies, teacher groups and other stakeholders.
2. Is the Gallery Administrator for Tessitura CRM databaset, the Book Canberra Excursion Portal and Artifax venue management system.
3. Contributes to the development of the group visitation and educational excursion programs and bring new products and experiences to the market.
4. Contribute to the development of strategies focused on retaining clients and increasing, attracting and engaging new audiences.
5. Providing support in administrative and business support activities for the section, identify risks and determine appropriate course of action to meet stakeholder needs.
6. Generate statistical reports for – Boards reports, Fairfax reports, Monthly school reports, ticketing and other reports as required.
7. Represent the Gallery in the broader BCE, educational tourism and Tessitura community and maintain relationships across these networks.
8. Provide high-level support to the Manager, Commercial, Events and Tourism in delivering and refining the strategic direction of the National Portrait Gallery's commercial, tourism, and event management functions to enhance visitor experience and revenue outcomes.

Selection Criteria

1. Demonstrated experience in administrative support, CRM and booking systems, and broader business operations, with a proven ability to identify and implement opportunities for process improvement.
2. Demonstrates strong organisational and project management skills with the ability to prioritise and respond positively to change.
3. Communicates clearly through highly developed listening, written and verbal communication skills.
4. Builds and sustains positive relationships with team members, stakeholders and clients, is audience focused with a proven track record in great customer service.
5. Takes responsibility for managing work projects to achieve results and makes a positive impact on workplace culture.
6. Knowledge and understanding of the principles and practices of Workplace Diversity and Equity, Workplace Relations and Work Health and Safety and the ability to apply them to work practices.

Applicant information

In no more than one A4 page, please tell us how your skills, knowledge, experience and qualifications make you the best person for this job.

Email your application, a current CV and the application coversheet to hrservices@npg.gov.au by the deadline listed below.

If you need more information, please get in touch with Paul McKay, Manager, Commercial Events & Tourism on 02 6102 7059 or by email at paul.mckay@npg.gov.au.

Applications close midnight Thursday 16 October 2025.

SAFETY AND WORK ENVIRONMENT

ADMINISTRATIVE TASKS	FREQUENCY
Computer based work, sitting or standing at a desk	Frequently
Extensive typing or data entry	Frequently
Graphical, video production or analytical work	Frequently
Access to designated workstation	Frequently

WORKING HOURS	FREQUENCY
Flexible working hours	Occasionally
Fixed start/finish times	Frequently
Intensive work over an extended period to achieve a deadline	Rarely
After hours events or programs	Occasionally
Peaks and troughs of high and low workload	Occasionally
Overtime	Rarely
Rostered shift work	Never
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	Rarely
Standing for long periods	Frequently
Working outdoors	Rarely

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Rarely
Handling collection items	Never
Climbing	Never
Reaching	Rarely
Bending/squatting	Occasionally
Push/pull	Rarely
Repetitive movements in a short amount of time	Frequently

TRAVEL	FREQUENCY
Locally	Rarely
Interstate	Rarely

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Rarely
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Excessive noise	Rarely
Low lighting	Rarely
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	X
Fire Warden	X
Chief Warden	X
Business Continuity	✓
Hostile Intruder and Lockdown	✓
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	X
Area Warden	X
Floor Warden	✓
Deputy/Chief Fire Warden	X
Business Continuity Team Member	✓
Business Continuity Team Leader/Deputy	X
Authorised Officer	X