

NATIONAL PORTRAIT GALLERY

POSITION DESCRIPTION

Position Details	
Title	Visitor Experience Assistant
Classification	APS2 – Several positions – Casual
Salary	\$31.85 - \$36.92 per hour plus 25% casual loading and superannuation
Section	Access & Learning
Security Clearance	National Police Check & Working with Vulnerable People (WWVP)
Contact Officer	Marina Neilson, Visitor Experience Coordinator 02 6102 7078 or marina.neilson@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

The National Portrait Gallery reflects the face of Australia and increases understanding and appreciation of Australian people and their stories through the art of portraiture. Guided by our values of creativity, innovation, inclusivity and integrity, our purpose is to develop a national portrait collection and provide the broadest possible access to all Australians. We do this through presenting engaging exhibitions and live and educational programs onsite in our award-winning building in Canberra, offsite across Australia, and on demand.

The Gallery is a dynamic and inclusive workplace and recognises the great contribution of our team. We're committed to the health, safety and wellbeing of our team and our visitors, and to sustaining a safe workplace and inclusive culture. We support flexible working practices, including working from home, and respect family and caring responsibilities.

The Gallery is committed to equal opportunity and diversity. We welcome applications from First Nations people, LGBTQIA+ people, people with a disability, and people from culturally and linguistically diverse backgrounds.

The position

The role of Visitor Experience Assistant is part of our Visitor Experience team, which plays a crucial role in creating unforgettable moments, connecting visitors to the collection and acting as a meaning maker for our visitors through interpretations of art. Situated in the Access and Learning section, it is responsible for being the welcoming face that sets the tone for an enriching visit to the Gallery.

The role involves performing with warmth and professionalism and ensuring each visitor receives genuine hospitality and appreciation. It is responsible for designing and delivering guided tours through our gallery spaces, facilitating exploration of key attractions, and answering queries. In addition, the role will assist with ticket/product sales via EFTPOS and ticketing scanning for temporary exhibitions.

Our ideal candidate has excellent interpersonal, written and verbal communication skills. While prior customer service experience in a public-facing role would be advantageous, comprehensive training will

be provided. Experience in delivering tours or having a passion for art and Australian history are all desirable attributes that would further enhance your candidacy.

Specific Tasks

- **Welcome and Orient Visitors:** Greet visitors upon their arrival and provide orientation to the facilities. Foster a positive and welcoming environment for all internal and external stakeholders.
- **Administrative Functions:** Maintain administrative tasks related to front-of-house operations, including point-of-sale transactions, reception duties and ensuring gallery maintenance and security procedures are followed.
- **Deliver Digital Experiences:** Demonstrate an introduction to self-guided school groups and host the Headhunt program, a tablet-based educational app designed for school groups; as well as facilitate the Mission to Mars program, a digital interactive experience for both school groups and corporate event participants.
- **Conduct Tours:** Deliver guided tours to diverse audiences, providing insights into featured artworks and engaging visitors in meaningful discussions.
- **Support Public Programs:** Assist in setting up and delivering public programs.
- **Support for After-Hours Events:** Offer assistance occasionally during internal and corporate events held outside regular operating hours, ensuring the success of these events and the satisfaction of attendees.
- **Object Movement Assistance:** Assist with the movement of various objects within the Gallery, including art materials, bollards, easels, chairs, stools, portable tables, and display furniture modules, as needed to support exhibitions and events.

Additional Note

- This position is required to stand for long periods in public areas and flexibility in working hours, including evenings, weekends, and public holidays, to accommodate the Gallery's operating schedule and event calendar.
- Availability between the Christmas and New Year period is highly desirable.
- To be eligible for this role, you **must**
 - Hold Australian Citizenship,
 - Satisfy a police check, and
 - Hold a Working with Vulnerable People (ACT) (or the ability to obtain and maintain).
- Desirable if you hold a valid First Aid certificate.

Applicant Information

- In no more than two A4 pages, 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 Marina Neilson at 02 6102 7078 or marina.neilson@npg.gov.au.
- Applications close midnight: Monday 13 October 2025.

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	Rarely

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Rarely
Handling collection items	Rarely
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 License	X
WHS Awareness for Workers	✓
WHS Awareness for Supervisors	X
Manual Handling	✓
Provide First Aid	✓
Fire Warden	✓
Chief Warden	X
Business Continuity	X
Hostile Intruder and Lockdown	X
White Card	X
High Risk Work License	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	X
Deputy/Chief Fire Warden	X
Business Continuity Team Member	X
Business Continuity Team Leader/Deputy	X
Authorised Officer	X