

POSITION DESCRIPTION

Museums & Collections
Chancellery

Gallery Attendant – Potter Museum of Art

POSITION NO

CLASSIFICATION UOM 2.1

SALARY \$41.23 per hour

SUPERANNUATION Employer contribution of 11.5%

WORKING HOURS 2 – 4 Shifts per week, shifts are 3-6 hours.

**BASIS OF
EMPLOYMENT** Casual

OTHER BENEFITS <https://about.unimelb.edu.au/careers/staff-benefits>

HOW TO APPLY Online applications are preferred. Go to <http://about.unimelb.edu.au/careers>, select the relevant option ('Current Opportunities' or 'Jobs available to current staff'), then find the position by title or number.

**CONTACT
FOR ENQUIRIES ONLY** Jacob Taylor, Visitor Engagement Manager
Email jacob.taylor@unimelb.edu.au
Please do not send your application to this contact

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers

Acknowledgement of Country

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

Position Summary

The Potter Museum of Art is part of the University of Melbourne's Museums and Collections Department. The aim of the Department is to build a collaborative and flexible network around the University's cultural assets so students, staff members, and local and global communities gain knowledge and understanding of contemporary and traditional cultures, scientific discovery and creative practice. Museums & Collections is responsible for Buxton Contemporary, Science Gallery Melbourne, Potter Museum of Art, Old Quadrangle Treasury, the Grainger Museum and MPavilion Parkville.

The Potter Museum of Art has supported artists, curators, writers and academics for over fifty years, making a significant contribution to the cultural and social life of the University and its wider community. The Museum's exhibitions and public programs, fellowships and residencies, research and publishing activities are thematically focused and interdisciplinary in approach, centring the voices of artists and art on the key issues and debates of our time. The Potter Museum of Art is one of the homes of the University's art collection, with work spanning antiquity to contemporary practice. Notable for its breadth, the Collection – now numbering some 18,000 works – is uniquely connected to the University's history while also responding to our evolving cultural landscape.

About this role

Based at the Potter Museum of Art on the Parkville campus, Gallery Attendants play a crucial role in the delivery of high-quality visitor experience, interacting with visitors, invigilating exhibitions and intersecting with the work of our Curatorial, Academic Engagement, Programs and Learning teams. This position requires a strong customer-service focus, an enthusiasm for visual art and excellent communication skills.

As a member of the Museums and Collections Department, Gallery Attendants work alongside colleagues to ensure an inclusive workplace.

This position reports to the Visitor Engagement Manager and takes daily direction from the Gallery Supervisors.

1. Key Responsibilities

- Support the delivery of the visitor experience, including the provision of information about current exhibitions, the Potter Museum of Art, the University Art Collection, as well as forthcoming exhibitions, events and activities, building and facilities, and information about the local area.
- Invigilate Museum spaces to ensure public safety and the security of art works, whilst upholding health and safety regulations and maintaining an awareness of disability and access requirements.
- Work collaboratively with the Visitor Services team, including other Gallery Attendants and the Venue Supervisor to provide excellent customer service to a diverse range of visitors.
- Provide visitor experience support for other gallery activities as required, such as programs, academic engagement, learning and events.
- Support operations of the entrance desk and bookshop.
- Other duties as required.

2. Selection Criteria

2.1 ESSENTIAL

- Proven experience in and knowledge of the creative industries, including an enthusiasm for visual art and First Nations art and culture.
- Experience working in a customer service role, including an awareness of meeting customers' needs and removing barriers to access
- Proven ability to communicate clearly with visitors of all ages and backgrounds, including receiving feedback
- Demonstrated ability to work as part of a small team, including the ability to work collaboratively and effectively with a diverse range of stakeholders.

2.2 DESIRABLE

- First Aid training to level 2
- Responsible service of alcohol

2.3 OTHER JOB-RELATED INFORMATION

- Gallery Attendants are required to wear a Potter Museum of Art t-shirt while invigilating.
- Gallery Attendants may be rostered for activities outside of the Potter Museum of Art regular opening hours.
- The University of Melbourne is dedicated to safeguarding the welfare of all community members, especially those most vulnerable. As part of our commitment to child safety and in line with Victorian Child Safe Standards, this position will be required to hold a valid Employee WWCC.

3. Job Complexity, Skills, Knowledge --

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

This position works under the direction of the Visitor Engagement Manager and is supervised by the Potter Museum of Art Venue Supervisor.

3.2 PROBLEM SOLVING AND JUDGEMENT

This role operates within well-defined procedures, with some interpretation required from standard and custom precedents to make the right selection of available choices.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

Professional knowledge is required, which comes from professional qualifications and/or professional experience in the creative industries.

4. Equal Opportunity, Diversity and Inclusion

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion, and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the Advancing Melbourne strategy that addresses diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.

5. Occupational Health and Safety (OHS)

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:

<https://safety.unimelb.edu.au/people/community/responsibilities-of-personnel>

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

6. Other Information

6.1 ORGANISATION UNIT

<https://museumsandcollections.unimelb.edu.au/>

<https://potter-museum.unimelb.edu.au/>

The University of Melbourne's museums and collections are guided by its *Cultural Commons* strategy. This integrated strategy guides the University's cultural estate to enhance scholarly and public value and strengthen the University's global cultural standing.

The Museums and Collections Department is responsible for Buxton Contemporary, Science Gallery Melbourne, Potter Museum of Art, Old Quadrangle Treasury, the Grainger Museum and MPavilion Parkville.

The aim of the Department is to build a collaborative and flexible network around the University's cultural assets so students, staff members local and global communities gain knowledge and understanding of contemporary and traditional cultures, scientific discovery and creative practice.

Guided by the academic and civic pursuits of the University, the University of Melbourne has developed a cultural strategy with the following goals:

- Ensure UoM Museums, and collections are appropriately managed supported, and integral to Melbourne's cultural fabric
- Enrich the social and intellectual life of our students and communities in order to empower them with the skills, resilience, courage and creativity to address the great challenges of our time.
- Ensure communities feel connected and engaged with our programs, our place and our collections
- Provide academics and students with enhanced access to a unique set of assets for research and teaching
- Develop an internationally active model of best practice museology that is admired and adopted by other leading Universities across the world.

The Department sits within the Global, Culture and Engagement portfolio in Chancellery.

6.2 BUDGET DIVISION

The Chancellery is led by the Vice-Chancellor and has a University-wide focus on:

- delivering strategic leadership
- allocating capital according to strategic priorities
- developing and overseeing a business framework that includes appropriate financial and other organisational planning and controls
- ensuring identity or brand is consistent with strategic intent and purpose, and
- overseeing policies and initiatives that develop the academic and professional expertise of University staff members.

6.3 THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Further information about working at The University of Melbourne is available at <http://about.unimelb.edu.au/careers>

6.4 ADVANCING MELBOURNE

The University's strategic direction is grounded in its purpose. While its expression may change, our purpose is enduring: to benefit society through the transformative impact of education and research. Together, the vision and purpose inform the focus and scale of our aspirations for the coming decade.

Advancing Melbourne reflects the University's commitment to its people, its place, and its partners. Our aspiration for 2030 is to be known as a world-leading and globally connected Australian university, with our students at the heart of everything we do.

- We will offer students a distinctive and outstanding education and experience, preparing them for success as leaders, change agents and global citizens.
- We will be recognised locally and globally for our leadership on matters of national and global importance, through outstanding research, scholarship, and a commitment to collaboration.
- We will be empowered by our sense of place and connections with communities. We will take opportunities to advance the University and the City of Melbourne in close collaboration and synergy.
- We will deliver this through building a brilliant, diverse, and vibrant University community with strong connections to those we serve.

The means for achieving these goals include the development of the University of Melbourne's academic and professional staff and the capabilities needed to support a modern, world-class university. Those means require a commitment to ongoing financial sustainability and an ambitious infrastructure program that will reshape the campus and our contribution to the communities we engage with. This strategy and the priorities proposed are centred around five intersecting themes: place, community, education, discovery and global.

6.5 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at <https://about.unimelb.edu.au/strategy/governance>