



POSITION DESCRIPTION

Museums & Collections
Chancellery

Gallery Attendant – Potter Museum of Art

CLASSIFICATION	UOM 2.1
SUPERANNUATION	Employer contribution of 12%
WORKING HOURS	2 – 4 shifts per week during exhibition opening periods. Shifts range from 3 – 6.5 hours duration.
BASIS OF EMPLOYMENT	Casual Anticipated contract duration: 06/07/2026 to 21/11/2026 This opportunity is only open to currently enrolled University of Melbourne students.
OTHER BENEFITS	https://about.unimelb.edu.au/careers/staff-benefits
HOW TO APPLY	To apply, please complete the following form: Application Form by Sunday 21/06/2026 11:55pm (Melbourne Time). Please make sure to upload a single PDF file within the form, encompassing both your current CV and cover letter. Ensure that the cover letter addresses the key selection criteria and outlines your possession of the required skills and availability.
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.

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 of Melbourne 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>

Strategy 2030: Resilience

As set out in the University of Melbourne's Strategy 2030, our purpose is to benefit society through the transformative impact of our education and research. This can only be achieved by building a resilient institution, empowering our people, and working toward shared ambitions

Our aspiration for 2030 is to be a world-leading, globally connected Australian university with students at the heart of everything we do. Strategy 2030 provides a sharp focus to advance our shared ambitions and guide us through to 2030.

It elevates three core ambitions:

- Exceptional Education: Educating our outstanding students to thrive in complexity
- Transformational Research: Creating knowledge, fostering innovation and transforming lives
- Our Resilient University: Serving and connecting Country, people and community

The strategy identifies our University's distinctive capabilities including Indigenous scholarship, world-class curriculum, our diverse community and our global research networks and precincts.

Four focus areas for action guide decision-making and ensure the University is equipped for challenges ahead. These are: Empowering people and performance, Improving student experience, Partnering for impact and Leading with a future-focus.

For more information, visit <https://about.unimelb.edu.au/strategy/strategy-2030>

Chancellery

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
- Overseeing policies and initiatives that develop the academic and professional expertise of University staff members

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, Operations, 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. A Visitor Services training program is provided covering key skills, duties and exhibition-specific curatorial information.

The Potter presents two major exhibitions per year, roughly aligned with the University semesters. Casual Gallery Attendant work is seasonal and available during these opening periods.

These periods are subject to change but are usually:

- Exhibition One: late February – early June
- Exhibition Two: late July to mid-November.

This position reports to the Visitor Engagement Manager and takes daily direction from the Venue or Duty Supervisors.

- Task level: Minimal
- Organisational knowledge: Minimal
- Judgement: Limited
- Operational context: 1 Venue
- Reporting line: Visitor Engagement Manager
- No. of direct reports: 0
- No. of indirect reports: 0

KEY RESPONSIBILITIES

- Deliver excellent customer service to a diverse range of visitors, including greeting, wayfinding and supporting the operations of the entrance desk and bookshop.
- Guided by the curatorial approach for each exhibition, share information with visitors about exhibitions, artworks, museum and local areas.
- 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.
- Respond to visitor queries and feedback in accordance with procedures, escalating issues to supervisors when required.
- Provide support for other gallery activities as required, such as programs, academic engagement, learning and events.
- Other duties as required.

Selection Criteria

EDUCATION/QUALIFICATIONS

- Currently enrolled in a University of Melbourne undergraduate or postgraduate degree.

ESSENTIAL

- Knowledge of and enthusiasm for the visual arts, including an understanding of First Nations art and culture in the Australian context.
- Experience working in a customer service role.
- Proven ability to communicate clearly with a diverse range of visitors, including receiving feedback and responding to queries.
- Demonstrated ability to work as part of a small team, including the ability to work collaboratively and effectively with a diverse range of stakeholders.
- Ability to undertake active invigilation duties, including prolonged standing and moving throughout gallery spaces.

DESIRABLE

- First Aid training to level 2 .

OTHER JOB-RELATED INFORMATION

- This role involves working with a range of exhibition content, which may include complex or challenging themes and high-sensory works.
- This position requires the incumbent hold a current and valid Working with Children Check. 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 the Victorian Child Safe Standards, this position will be required to hold a valid Employee WWCC, regardless of where in the University an employee may work or what work they do.
- 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, including opening nights, programs and events.

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 our Diversity and Inclusion Strategy 2030 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 our strategic targets.

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.

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>