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DUTY STATEMENT – CASUAL ROLE

Galleries Attendant

Position Level

Level 1

Faculty/Division

Faculty of Arts, Design & Architecture

Original document creation

March 2023

Position Summary

The position will attend front of house including facilitating the Galleries opening and closing procedures. The role involves greeting visitors, providing information about the UNSW Galleries exhibition program, monitoring exhibition openings, public programs, and events to ensure the safety and security of visitors and artworks, and to escalate matters when required.

This role will:

- Attend UNSW Galleries including performing opening and closing procedures, and ensure a safe, clean and accessible gallery environment for visitors.
- Greet visitors and provide appropriate assistance to visitors with specific access needs when required.
- Distribute information on participating artists in current and upcoming exhibitions, public programs and events at UNSW Galleries to visitors.
- Answer telephone enquiries and providing information in a polite and helpful manner.
- Ad hoc use of electronic funds transfer equipment.
- Support the team with exhibition openings, public programs, and engagement activities including setting up and packing down for events.
- Check gallery spaces during exhibition openings and events to ensure security of artworks and visitors.
- Promote safe working practices and follow evacuation procedures in the event of an emergency when required.

- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

A person engaged is generally expected to have the following skills and experience:

- Interest in contemporary art, design, and visual culture.
- Excellent interpersonal and customer service skills with the ability to approach visitors courteously and communicate effectively.
- Ability to work efficiently and professionally within a team.
- Ability to take instruction and escalate matters to the supervisor and/or security.

About this document

This Duty Statement outlines the job duties, required skills & pre-employment checks required to successfully perform the role.

This document is intended to determine the scope of the position. To change the requirements of a position contract the HR Business Partnering Team