



# ROLE STATEMENT

<b>THE POSITION:</b>		<b>BOOKINGS OFFICER</b>
<b>POSITION NUMBER/CLASSIFICATION:</b>	0361 / VPS 2.1	
<b>REPORTS TO:</b>	Education Bookings Coordinator	
<b>WORK UNIT:</b>	<b>Education</b>	
<b>ORGANISATION:</b>	National Gallery of Victoria	
<b>LOCATION:</b>	180 St Kilda Rd, Melbourne 3004	
<b>DATE OF REVIEW</b>	July 2017	
<b>VISION</b>	Creating an inspiring future: enriching our understanding of art and life.	
<b>PRIMARY FOCUS OF THE POSITION:</b>	Provide high quality customer service and accurate and timely administrative support to deliver school program and group bookings for the NGV.	
<b>1. ACCOUNTABILITIES (DUTIES):</b>	<p>In fulfilling the primary focus of the position the incumbent will typically:</p> <ol style="list-style-type: none"> <li>1. Provide high quality customer service to all visitors and explain and actively promote programs and resources.</li> <li>2. Process bookings for the Education department, including booking and scheduling resources, and assisting with the organisation and coordination of catering requirements.</li> <li>3. Respond and resolve general enquiries (both verbal and written).</li> <li>4. Maintain financial administration of School Program activities including all accounts payable, accounts receivable and debtor control functions.</li> <li>5. Work closely with the Education Bookings Coordinator on other duties, such as marketing content, as required.</li> <li>6. Support the Education Bookings Coordinator in the provision of reports on education programs by capturing and recording key data and maintaining accurate records of program attendances. Ensure that records are created and managed according to the Records Management policy and procedures.</li> <li>7. Contribute to departmental and team goals and participate in organisational initiatives and activities as required (including ensuring a safe and healthy environment for colleagues, visitors and stakeholders).</li> <li>8. Participate in and support organisational change initiatives and model NGV values and behaviours.</li> </ol>	
<b>2. THE PERSON – KEY SELECTION CRITERIA</b>	<p>To achieve the purpose of the position, the following attributes are required:</p> <ol style="list-style-type: none"> <li>1. Good knowledge, skills and demonstrated experience in office administration, including the ability to organise files and information</li> <li>2. <u>Customer focus</u>: listens to customers, actively seeks to meet customer needs, seeks ways to improve services and committed to delivering high quality outcomes for clients.</li> </ol>	



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	<ol style="list-style-type: none"> <li>3. <u>Communication</u>: clearly explains information, uses a polite and considerate manner when dealing with others, prepares basic letters, emails and reports using clear, concise and grammatically correct language and includes content appropriate for the purpose and audience.</li> <li>4. <u>Organising and planning</u>: regularly plans and tracks progress on work tasks, takes an organised, methodical approach and addresses priority tasks first. Seeks information needed to problem solve and implements and adjusts solutions when endorsed by manager.</li> <li>5. <u>Detail focus</u>: observes fine details, identifies gaps in information, looks for logical sequences of information and highlights practical considerations of plans and activities. Proven ability to maintain accurate records.</li> <li>6. <u>Initiative, drive and commitment</u>: demonstrates capacity for sustained effort and hard work, takes responsibility for own actions, accepts changed priorities without undue discomfort, adaptable, remains calm and in control under pressure and enjoys a vigorous and dynamic work environment.</li> <li>7. <u>Relationship building and teamwork</u>: establishes and maintains relationships with people at all levels, forges useful partnerships with people across business areas, functions and organisations, builds trust through consistent actions, values and communications, cooperates and works well with other in the pursuit of team goals, collaborates and shares information and accommodates and works well with the different working styles of others.</li> </ol>
<p><b>3. OTHER RELEVANT SKILLS, KNOWLEDGE AND EXPERIENCE</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of the operations of an art museum or similar environment would be desirable.</li> <li>• Demonstrated interest in the visual arts and education would be desirable.</li> </ul>
<p><b>4. KEY RELATIONSHIPS</b></p>	<p>Build and maintain effective working relationships across the NGV and with external key stakeholders, and in particular the following:</p> <ul style="list-style-type: none"> <li>• Other Education staff;</li> <li>• Other NGV departments, including Audience Engagement, Assets &amp; Facilities; Corporate Partnerships, Finance and Marketing.</li> <li>• Schools, Universities and Teachers.</li> </ul>
<p><b>5. OTHER RELEVANT INFORMATION</b></p>	<ul style="list-style-type: none"> <li>• The National Gallery of Victoria is an Equal Opportunity Employer and operates a smoke free work environment.</li> <li>• Hours of duty will be according to work unit requirements.</li> <li>• All employees of the National Gallery of Victoria are required to undergo security clearances performed by Australian Federal Police, and are required to undergo Human Resources and Risk, Safety, Security &amp; Environment Inductions.</li> <li>• In line with the <i>Child Wellbeing and Safety Amendment (Child Safety Standards) Act 2015</i>, the National Gallery of Victoria (NGV) is committed to upholding the Victorian Child Safe Standards, to the best of its abilities and resources.</li> </ul>



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	<ul style="list-style-type: none"><li>• It is the employee's responsibility to familiarise themselves with, understand and adhere to NGV's Policies and Procedures as varied from time to time.</li><li>• Conditions of employment are pursuant to the NGV's Enterprise Agreement.</li><li>• All new appointments are subject to a three month probationary period which may be subject to review.</li></ul>
<b>6. ABOUT THE ROLE STATEMENT</b>	<p>As the National Gallery of Victoria evolves to meet the changing needs of the Victorian Public, so will the roles required of its entire staff. As such, staff should be aware that this document is not intended to represent the role in which the occupant will perform in perpetuity. This role statement is intended to provide an overall view of the incumbent's role as at the date of this statement. In addition to this document, the specifics of the incumbent's role will be described in local area work and project plans, and in performance plans developed by the incumbent and relevant supervisor as part of the National Gallery of Victoria's performance management process.</p>
<b>7. EMPLOYEE ACCEPTANCE</b>	Signature: _____ Name: _____ Date: _____
<b>8. MANAGER AUTHORISATION</b>	Signature: _____ Name: _____ Date: _____