



ROLE STATEMENT

THE POSITION:		EDUCATION BOOKINGS COORDINATOR
POSITION NUMBER/CLASSIFICATION:	6073 / VPS 3.2	
REPORTS TO:	Head of Education	
WORK UNIT:	Education	
ORGANISATION:	National Gallery of Victoria	
LOCATION:	180 St Kilda Rd, Melbourne 3004	
DATE OF REVIEW	January 2017	
VISION	Creating an inspiring future: enriching our understanding of art and life.	
PRIMARY FOCUS OF THE POSITION:	This position is responsible for coordinating the education and groupbookings function for the NGV with a focus on successful implementation of initiatives, delivery of a high level of service, and the effective supervision of a team of staff.	
1. ACCOUNTABILITIES (DUTIES):	<p>In fulfilling the primary focus of the position the incumbent will typically:</p> <ol style="list-style-type: none"> 1. Coordinate the bookings function by aligning the team with the organisational values and goals through effective people management and modelling. This includes clearly defining role expectations, monitoring performance, providing timely and constructive feedback and facilitating employee development. This also includes ensuring a safe and healthy environment. 2. Oversee the bookings process, ensuring it is efficient and effective, utilising technology to implement innovative changes in work practices. 3. Coordinate the planning and promotion of education programs, including online and printed collateral. 4. Oversee management of education and bookings constituent data to ensure accuracy in ticket sales, data collection, reporting and marketing outcomes, and liaise with relevant internal and external stakeholders. Ensure that records are created and managed according to the Records Management policy and procedures. Analyse data for reporting and forecasting and prepare reports, when required. 5. Work closely with the Head of Education to develop budgets for the department, exhibitions and programs. Ensure appropriate systems are implemented for invoicing and payments, liaising with internal and external stakeholders, when required. 6. Schedule education programs and appropriate staffing, communicating with key stakeholders, as required. 7. Contribute to departmental and team goals and participate in organisational initiatives and activities as required, modelling appropriate values and behaviours. 	



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<p>2. THE PERSON – KEY SELECTION CRITERIA</p>	<p>To achieve the purpose of the position, the following attributes are required:</p> <ol style="list-style-type: none"> 1. Experience in coordinating and managing a bookings function within a medium to large organisation. 2. <u>People management</u>: demonstrated capacity to maximise effectiveness by selecting, developing, managing, deploying and motivating a high performing team and building a cohesive team with clarity around goals and accountabilities. 3. <u>Communication</u>: confidently conveys ideas and information in a clear and interesting way, understands and meets the needs of target audiences, prepares letters, emails and reports using clear, concise and grammatically correct language and ensures written communications contain necessary information to achieve their purpose. 4. <u>Organising and planning</u>: identifies processes, tasks and resources required to achieve a goal, identifies more and less critical activities and operates accordingly, reviewing and adjusting as required, develops and implements systems and procedures to guide work and track progress and recognises barriers and finds effective ways to deal with them. 5. <u>Service excellence</u>: constantly looks for continuous improvement opportunities and ways to innovate, and encourages others to do the same, makes specific changes in work methods to improve outcomes, quality and timeliness of service and monitors client and stakeholder satisfaction. 6. <u>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. 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, cooperates and works well with other in the pursuit of team goals and collaborates and shares information.
<p>3. OTHER RELEVANT SKILLS, KNOWLEDGE AND EXPERIENCE</p>	<ul style="list-style-type: none"> • Demonstrated knowledge and understanding of the principles and practices of Equal Opportunity, Risk Management, Occupational Health and Safety, and ability to apply them to work practices. • Previous experience with Tessitura CRM database an advantage.
<p>4. KEY RELATIONSHIPS</p>	<p>Build and maintain effective working relationships across the NGV and with external key stakeholders; and in particular with the following:</p> <ul style="list-style-type: none"> • Staff from the Assets, Facilities and Information Services, Audience Engagement, Marketing, Events, Corporate Partnerships, Finance and Multimedia departments. • Education Providers. • Other suppliers and stakeholders.



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5. OTHER RELEVANT INFORMATION	<ul style="list-style-type: none">• HR Delegation Level 6 – refer to current Schedule of HR Delegations.• The National Gallery of Victoria is an Equal Opportunity Employer and operates a smoke free work environment.• Hours of duty will be according to work unit requirements.• 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 & Environment Inductions.• 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.• The NGV requires all employees to have an understanding of its Risk Management Framework.• Conditions of employment are pursuant to the NGV’s Enterprise Agreement.• All new appointments are subject to a three month probationary period which may be subject to review.
6. ABOUT THE ROLE STATEMENT	<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>
7. EMPLOYEE ACCEPTANCE	Signature: _____ Name: _____ Date: _____
8. MANAGER AUTHORISATION	Signature: _____ Name: _____ Date: _____