

The Position:	Members Engagement Officer
Position Number/Classification:	6918 / VPS 3.1
Reports to:	Senior Coordinator, NGV Members
Division, Work Unit:	NGV Members
Organisation:	National Gallery of Victoria
Location:	180 St Kilda Rd, Melbourne 3004
Date of Review	May 2015
Vision	Creating an inspiring future: Enriching our understanding of art and life.
Primary focus of the position:	This position will research, develop, implement and evaluate a range of programs, events, activities and services for NGV Members.
1.Accountabilities:	<p>In fulfilling the primary focus of the position the incumbent will work with the Senior Coordinator, NGV Members to typically:</p> <ol style="list-style-type: none"> 1. Develop and implement a broad range of programs and events to engage Members with the NGV Collection and temporary exhibitions. 2. Liaise with NGV staff and external contractors and other stakeholders, and follow appropriate business practices, to ensure a high level of quality of Membership programming and services. 3. Develop ticketing and associated communications for NGV Members programs and events. 4. Develop and monitor budgets for NGV Members programs and events as directed. 5. Attend and contribute to the NGV planning meetings and monitor the success of programs including benchmarking best practice. 6. Work with NGV departments to develop a range of opportunities for NGV Members programs and strategies. 7. Coordinate casual staff and other assistance to ensure programs, events and services are delivered at a consistently high level. 8. Ensure that records are created and managed according to the Records Management policy and procedures. 9. Support organisational change initiatives by participating in and supporting department / team goals modelling NGV values and behaviours. <p>In addition to these duties, the incumbent will also:</p> <ol style="list-style-type: none"> 10. Perform duties outlined in the Customer Service Officer Role description and undertake allocated duties where necessary in the absence of the Senior Coordinator, NGV Members.
2.The person – Key Selection Criteria	<p>To achieve the purpose of the position, the following attributes are required:</p> <ol style="list-style-type: none"> 1. Demonstrated experience in the development and coordination of an innovative range of programs and events within a major art, cultural or similar organisation, supplemented by a sound knowledge of or interest in the visual arts. 2. <u>Initiative, accountability and flexibility</u>: Be proactive and self-starting, recognize and act on opportunities. Be adaptable, open to new ideas, and accept changed priorities and the merits of collaborative working. 3. <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

	<p>organisations. Builds trust through consistent actions, values and communications.</p> <ol style="list-style-type: none"> 4. <u>Service Excellence</u>: Constantly look for continuous improvement, opportunities and ways to innovate, and encourages others to do the same. Takes responsibility for correcting problems promptly and without becoming defensive. Makes specific changes in work methods to improve outcomes, quality and timeliness of service. 5. <u>Planning and project management</u>: Ability to prioritise tasks and review work requirements as needed. Ensure project objectives are met by anticipating and managing potential and emerging issues. 6. <u>Stakeholder management</u>: Monitors client and stakeholder satisfaction. Constructively deals with stakeholder issues. 7. <u>Resource management</u>: Prepares and monitors expenditure against budgets. Raises resource issues in a constructive and solution-focussed way. Uses honest, transparent and appropriate purchasing processes. 8. <u>Communication</u>: Confidently conveys ideas and information in a clear and interesting way through written and verbal communication. Understands and meets the needs of target audiences.
3.Other relevant skills, knowledge & experience	<ul style="list-style-type: none"> • Ability to act with diplomacy and maintain confidentiality on all information relating to NGV business. • Flexibility to work weekends and evenings. • Previous membership and events experience desirable.
4.Key Relationships	<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"> • Senior Coordinator, NGV Members • Senior staff within the Audience Engagement department, including the Head of Audience Engagement, Senior Audience Engagement Officer, Public Programs Manager, Senior Public Programmer, The Truby and Florence Williams Curator of Children’s Programs, and Front of House Manager • Audience Engagement department staff across the areas of NGV Members, Public Programs, and Front of House • Other staff, including those from Membership, Marketing, Events, Fundraising, Finance, Corporate Partnerships, Multimedia, Curatorial, Assets & Facilities and Information Services • NGV Members • External arts organisations, partners and individuals
5.Other relevant information	<ul style="list-style-type: none"> • 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.

<p>6.About the role statement</p>	<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, 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>
<p>7.Manager Authorisation</p>	<p>Name : _____</p> <p>Signature : _____ Date : _____</p>
<p>8.Employee Acceptance</p>	<p>Name : _____</p> <p>Signature : _____ Date : _____</p>