



ROLE STATEMENT

THE POSITION:	YOUTH AND FAMILIES COORDINATOR
POSITION NUMBER/CLASSIFICATION:	6897 / 3.1
REPORTS TO:	Community and Access Program Manager
WORK UNIT:	Audience Engagement, NGV Kids and Teens
ORGANISATION:	National Gallery of Victoria
LOCATION:	180 St Kilda Rd, Melbourne 3004
DATE OF REVIEW	July 2019
VISION	Creating an inspiring future: enriching our understanding of art and life.
PRIMARY FOCUS OF THE POSITION:	<p>Audience Engagement champions the emotional and social relationship between audiences and museums to sustain their future.</p> <p>This role will contribute to this goal by developing, implementing and evaluating a range of exhibitions, events and publications aimed at engaging and inspiring children, teens and families.</p>
1. ACCOUNTABILITIES (DUTIES):	<p>In fulfilling the primary focus of the position, the incumbent will liaise with the Community and Access Program Manager and Truby and Florence Williams Curator of Children’s Programs to typically:</p> <ol style="list-style-type: none"> 1. Contribute to the successful delivery of high quality exhibitions and participatory installations for children, teen and family audiences, including research, development, delivery, maintenance and evaluation. 2. Develop and deliver an annual program of events and initiatives for audiences including children, teenagers and community groups, which meet audience engagement objectives, with a focus on exceptional project and event management. 3. Use creativity and innovation to increase the depth and breadth of audience engagement. Develop strong relationships with internal and external stakeholders and programming partners to extend the reach and impact of initiatives. 4. Provide high quality administrative and project management support to produce and maintain planning schedules, budgets and ticketing processes using Tessitura. 5. Write, coordinate and contribute to the strategic planning of promotional communications collated in liaison with Marketing and Media teams. Manage the production and organisation of photography and videography for promotional purposes. 6. Ensure the maintenance and collation of records to produce reports and funding proposals. Ensure that records are created and managed according to the Records Management policy and procedures. 7. Support organisational change initiatives by participating in and supporting department and team goals and modelling NGV 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. <u>Experience</u>: in developing, coordinating and evaluating innovative, engaging and high quality audience engagement experiences within a major art institution or similar organisation. Manages multiple projects with conflicting timelines and demands with efficiency and effectiveness.2. <u>Initiative, accountability and flexibility</u>: proactive and self-starting, seizes opportunities and acts upon them and takes responsibility for own actions. Adaptable, open to new ideas, responds well to changing priorities with enthusiasm and recognises the merits of different options and acts accordingly.3. <u>Relationships</u>: establishes and maintains relationships with people at all levels, forges useful partnerships with people across business areas, functions and organisations and builds trust through consistent actions, values and communications. Cooperates and works well with others in the pursuit of team goals, collaborates and shares information and shows consideration, concern and respect for others' feelings and ideas.4. <u>Communication</u>: uses direct, logical persuasion in discussion and/or presentation by appealing to reason and by using concrete examples, facts and figures. Confidently conveys ideas and information to internal and external stakeholders in a clear and interesting way, understands and meets the needs of target audiences and welcome constructive feedback.5. <u>Service excellence</u>: constantly looks for continuous improvement opportunities and ways to innovate, and encourages others to do the same, takes responsibility for correctly problems promptly and without becoming defensive, makes specific changes in work methods to improve outcomes, quality and timeliness of service and monitors client and stakeholder satisfaction.6. <u>Environmental scanning</u>: contacts others, not immediately involved, to obtain their perspective and expertise, consults experts to gain broader and deeper understanding of a specific issue and seeks underlying reasons for an issue.7. <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.8. <u>Planning and project management</u>: identifies processes, tasks and resources required to achieve a goal, identifies more and less critical activities and operations accordingly, reviewing and adjusting as required. Produces project plans where objectives are clearly defined and action steps for achieving them are clearly specified, ensuring project objectives are met by anticipating and managing potential and emerging issues.
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<p>3. OTHER RELEVANT SKILLS, KNOWLEDGE AND EXPERIENCE</p>	<ul style="list-style-type: none"> • Successful attainment of an appropriate teaching qualification, or broad understanding of current curriculum frameworks, an advantage. • Sound knowledge of the visual arts, art history or arts education • Audience focussed approach with a passion for audiences of all ages including children and teens. • Value teamwork and collaboration as well as possess a flexible and co-operative approach when working with others. • Ability to act with diplomacy and maintain confidentiality on all information relating to NGV business. • Flexibility to work weekends and evenings as required.
<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"> • Community and Access Program Manager and The Truby and Florence Williams Curator of Children’s Programs. • Senior staff within the Audience Engagement department, including the Associate Director, Audience Engagement and Learning. • Audience Engagement and Learning department staff across the areas of NGV Learning, Public Programs, Members and Front of House. • Other staff, including those from Marketing, Events, Fundraising, Corporate Partnerships, Multimedia, Curatorial, Finance, Assets & Facilities and Information Services. • External arts and community organisations, artists and practitioners, partners and individuals.
<p>5. OTHER RELEVANT INFORMATION</p>	<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. • 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. • 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.



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	<ul style="list-style-type: none">All new appointments are subject to a three month probationary period which may be subject to review.
6. ABOUT THE ROLE STATEMENT	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.
7. EMPLOYEE ACCEPTANCE	Signature: _____ Name: _____ Date: _____
8. MANAGER AUTHORISATION	Signature: _____ Name: _____ Date: _____