



# ROLE STATEMENT

<b>THE POSITION:</b>	<b>MEMBERSHIP ADMINISTRATION OFFICER (AUDIENCE ENGAGEMENT)</b>
<b>POSITION NUMBER/CLASSIFICATION:</b>	0311 / VPS 2.2
<b>REPORTS TO:</b>	Front of House Manager
<b>WORK UNIT:</b>	Members
<b>ORGANISATION:</b>	National Gallery of Victoria
<b>LOCATION:</b>	180 St Kilda Rd, Melbourne 3004
<b>DATE OF REVIEW</b>	November 2018
<b>VISION</b>	Creating an inspiring future: enriching our understanding of art and life.
<b>PRIMARY FOCUS OF THE POSITION:</b>	This position is responsible for the administration of new and renewing NGV Memberships and maintenance of the NGV Members database, systems and procedures, while providing high level customer service to NGV Members.
<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. Be responsible for the day-to-day maintenance and data integrity of the customer database for the NGV Members area.</li> <li>2. Coordinate the production and delivery of NGV Membership print and electronic correspondence, ensuring appropriate timeframes are met.</li> <li>3. Assist in providing statistical analysis and reports relating to NGV Membership.</li> <li>4. Perform NGV Members customer service duties, as required.</li> <li>5. Contribute to departmental processes, including maintenance of written documentation, and deliver staff training in Membership administration processes. Update training processes as necessary.</li> <li>6. 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>7. Ensure that records are created and managed according to the Records Management policy and procedures.</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. Demonstrated experience in providing administrative support in a busy Membership environment and customer service skills.</li> <li>2. <u>Service excellence</u>: aims to exceed targets, sets personal standards of excellence and measures outcomes against them, strives to deliver outcomes in a timely manner, looks for new or more precise ways of</li> </ol>



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	<p>meeting goals set by others, maintains quality in the face of time pressure.</p> <ol style="list-style-type: none"> <li>3. <u>Systems thinking</u>: understands the specific short-term implications of a particular course of action, understands how individual jobs impact the work area's service delivery, seeks information about relevant systems necessary to solve work problems.</li> <li>4. <u>Detail focus</u>: observes fine details, identifies gaps in information, looks for logical sequences of information, highlights practical considerations of plans and activities.</li> <li>5. <u>Written and verbal communication</u>: prepares basic letters, emails, reports using clear, concise and grammatically correct language, organises information in a logical sequence and includes content appropriate for the purpose and audience. Uses a polite and considerate manner when dealing with others, clearly explains information and listens to feedback and speaks clearly and concisely and keeps people interested when speaking.</li> <li>6. <u>Advanced computer skills</u>: uses a wide range of software application features for word processing, spreadsheets, etc, assists others with problem-solving on word processing and related applications.</li> <li>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.</li> <li>8. <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>• Previous experience with using custom reports and analysing data would be an advantage.</li> <li>• Previous experience with Tessitura CRM highly 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 with the following:</p> <ul style="list-style-type: none"> <li>• Senior staff across the Audience Engagement &amp; Learning department.</li> <li>• Staff and volunteers within the NGV Members area.</li> <li>• Other departments including Facilities &amp; Operations, Finance, Marketing, and Corporate Partnerships.</li> <li>• Current and new NGV Members.</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> </ul>



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	<ul style="list-style-type: none"><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><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>	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.
<b>7. EMPLOYEE ACCEPTANCE</b>	Signature: _____ Name: _____ Date: _____
<b>8. MANAGER AUTHORISATION</b>	Signature: _____ Name: _____ Date: _____