ROLE STATEMENT

THE POSITION:	**TEAM LEADER, AUDIENCE ENAGEMENT**
POSITION NUMBER/CLASSIFICATION:	0215 / VPS 2.2
REPORTS TO:	Audience Engagement Operations Coordinator
WORK UNIT:	**Audience Engagement and Learning**
ORGANISATION:	National Gallery of Victoria
LOCATION:	180 St Kilda Rd, Melbourne 3004 and Federation Square Melbourne 3000
DATE OF REVIEW	February 2021

VISION	Creating an inspiring future: enriching our understanding of art and life.
PRIMARY FOCUS OF THE POSITION:	This position is responsible for the day-to-day supervision of the customer service staff within the Audience Engagement and Learning team in line with NGV customer service standards. The NGV is a seven day operation and this role will be required to work on a roster which includes a weekend day and evening work, as required.
1. ACCOUNTABILITIES (DUTIES):	In fulfilling the primary focus of the position the incumbent will typically: 1. Coordinate the day-to-day operations of the Audience Engagement and Learning customer service team, including daily staff briefings, task delegation, rotations and breaks and customer service rosters. 2. Lead and motivate customer service staff to achieve key performance indicators and maintain NGV customer service standards, including mentoring, and providing individual and team performance feedback during shifts. Maintain individual and group performance documentation according to NGV policies and procedures. 3. Coordinate operational duties and conduct internal and external liaison for NGV ticketing, including preparation of floats and monies, cash collection documentation and overseeing daily reconciliations. 4. Facilitate on the job, refresher and NGV service standards training sessions to ensure staff have adequate knowledge and training in daily operations, processes and customer service standards. Participate in recruitment and induction of customer service staff as required. 5. Undertake administrative duties as required including developing daily briefing and source materials, responding to visitor comments and reporting to internal stakeholders. Ensure that records are created and managed according to NGV Records Management policies and procedures. 6. Maintain consistent and appropriate dialogue with the FOH Manager, FOH Engagement Officer and Team leaders. Undertake duties of the Information Officer role when operationally required. Act and take on the responsibility of Assembly Point Wardens during any evacuation or emergency.

	7. Represent the NGV by handling customer complaints in a professional manner, and in alignment with NGV guidelines, as required. 8. 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).
2. THE PERSON – KEY SELECTION CRITERIA	To achieve the purpose of the position, the following attributes are required: 1. Demonstrated experience in the delivery of exceptional customer service coupled with previous experience in a supervision/team leader role. 2. People management and developing others: aligns team with the organisational values and goals through effective people management and modelling. Actively seeks to improve others' skills and talents by providing constructive feedback, coaching and training opportunities. 3. Change management: understands the need for change and seeks more information to clarify questions. Actively supports change by adjusting work practices. Contributes feedback and suggestions. 4. Service excellence: aims to exceed targets, sets personal standards of excellence and measures outcomes against them, strives to deliver outcomes in a timely manner and maintains quality in the face of time pressure. 5. Teamwork and customer focus: cooperates and works well with others in the pursuit of team goals, accommodates and works well with the different working styles of others, actively seeks to meet customers' needs, seeks ways to improve services and is committed to delivering high quality outcomes for clients. 6. Computer skills and written communication: understands the purpose of, and is able to use, common software applications for word processing and email, prepares basic letters, emails and reports using clear, concise and grammatically correct language, includes content appropriate for the purpose and audience. 7. Verbal communication: Uses a polite and considerate manner when dealing with others, clearly explains information and listens to feedback.
3. OTHER RELEVANT SKILLS, KNOWLEDGE AND EXPERIENCE	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. General Knowledge of the history of visual arts and understanding of the operation of a visual art institution or related environment would be an advantage.
4. KEY RELATIONSHIPS	Build and maintain effective working relationships across the NGV and with external key stakeholders; and in particular with the following: • Senior staff across the Audience Engagement and Learning department, including Assistant Director, Curatorial and Audience Engagement, Front of House Manager, Audience Engagement Manager, Public Programs Manager, Community and Access Programs Manager, Senior Coordinator Membership Engagement, Senior Project Officer and The Truby and Florence Williams Curator of Children's Programs.

	• Other departments including Finance, Marketing, Fundraising, Corporate Partnerships, Events and Design Store.
5. OTHER RELEVANT INFORMATION	• 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 *Child Wellbeing and Safety Amendment (Child Safety Standards) Act 2015*, 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. • 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	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: _____