



EXHIBITION INSTALL CREW

PURPOSE OF THE POSITION

To assist in the unpacking, installation, demounting and packing up of exhibitions.

RESPONSIBILITY

The Exhibition Install Crew reports to different positions depending on the circumstance. The *BRAG* Exhibition Install Crew report primarily to the Senior Administration & Volunteer Officer, Galleries. The *CHARTS* Exhibition Install Crew report primarily to the Administration & Volunteer Officer – CHARTS. While on duty for exhibition installations and demounts, the Exhibitions Install Crew is responsible directly to the Exhibitions Officer – Galleries, or other Bundaberg Regional Galleries staff member appointed to conduct the installation / demount.

DUTIES

- Assist staff in the demounting and installation of exhibitions
- Assist staff in the packing/unpacking of artworks
- Shifting, lifting, hanging, straightening, positioning of artworks as directed
- Label placement
- Label information checking
- Notifying staff of any damage / breakages
- Assist staff with lighting (working at heights)
- Patching, cleaning and painting walls
- Monitor hanging strings and replace where required
- Attend/complete all scheduled training sessions relevant to the position including but not limited to; Manual Handling Training, Artwork Handling Training, other WHS training
- To understand and follow the correct procedures for artwork handling

NOTE: *Exhibition Install Crew are required to wear old clothes and closed in shoes for their shifts.*

SKILLS AND EXPERIENCE REQUIRED

- Able to work in a team and autonomously as required
- Able to work at heights as required
- Physically fit and able to lift heavy artworks individually and/or as part of a team
- Able to follow directions
- Good listening skills
- Attention to detail
- Sensitive to the requirements of handling artwork
- Knowledge of and ability to identify Workplace Health and Safety issues (e.g. manual handling, trip hazards etc.)
- Flexibility to work at both BRAG & CHARTS if required

WORK ETHIC

- Tactful, honest, reliable
- Helpful, friendly and enthusiastic
- Adhere to the Code of Behaviour of Bundaberg Regional Council, and the professional standards set by the Bundaberg Regional Cultural Facilities Volunteer Program.

PROBATIONARY PERIOD

There is a trial period of two (2) installations / demounts for new volunteers in this position



EVENTS CREW

PURPOSE OF THE POSITION

To assist gallery staff in catering to and serving guests at morning/afternoon teas, special events and official exhibition openings.

RESPONSIBILITY

The Events Crew reports to different positions depending on the circumstance.
 The *BRAG* Events Crew report primarily to the Senior Administration & Volunteer Officer, Galleries.
 The *CHARTS* Events Crew report primarily to the Administration & Volunteer Officer – CHARTS
 While on duty for events, the Events Crew is responsible directly to the specified staff member or Events Crew Lead Volunteer. Lead Volunteers are appointed by gallery staff based on their knowledge and experience.

DUTIES

- Assist in the setting up and pack down of crockery, furniture, equipment etc as specified by gallery staff
- Assist with the preparation of food platters where required
- Serve and monitor food and drink during events and replenish supplies
- Provide customer service and a welcoming environment to guests of events
- Assist with taking guest attendance numbers
- Kitchen duties and clean up
- Attend/complete all scheduled training sessions required for the position, including but not limited to; Food Safety Certificate, Manual Handling Training, customer service training etc.

NOTE: *Events Crew are required to wear the Volunteer Uniform blouse provided with appropriate black pants and black closed in shoes for their shifts unless otherwise specified prior to the event.*

SKILLS AND EXPERIENCE REQUIRED

- Able to work in a team and autonomously as required
- Able to work in a busy environment
- Customer Service and people skills
- Able to follow directions
- Good listening skills
- Attention to detail
- Able to identify where work is required
- Knowledge of and ability to identify Workplace Health and Safety issues (e.g. manual handling, trip hazards etc.)

WORK ETHIC

- Tactful, honest and reliable
- Helpful, enthusiastic, friendly and approachable
- Maintains professional and tidy dress and appearance
- Adhere to the Code of Behaviour of Bundaberg Regional Council, and the professional standards set by the Bundaberg Regional Cultural Facilities Volunteer Program.

PROBATIONARY PERIOD

There is a trial period of three (3) events for new volunteers in this position



ACTIVITIES CREW

PUBLIC PROGRAMMING / COMMUNITY ARTS

PURPOSE OF THE POSITION

To assist gallery staff and external tutors in conducting workshops and activities. The Activities Crew rostered on to shifts will be provided with a briefing of the tasks involved prior to the activity if required. Activities are mainly held at the Gallery facilities or adjacent park but can occasionally be held in a variety of locations around the region.

RESPONSIBILITY

The Activities Crew reports to different positions depending on the circumstance.
The *BRAG* Activities Crew report primarily to the Senior Administration & Volunteer Officer, Galleries.
The *CHARTS* Activities Crew report primarily to the Administration & Volunteer Officer – CHARTS
While on duty for activities, the Activities Crew is responsible directly to the Public Programmes officer or other specified staff member.

DUTIES

- Assist in the setting up and pack down of activity spaces and materials as specified by gallery staff
- Assist with the preparation and serving of morning/afternoon tea where required
- Provide customer service and a welcoming environment to guests of activities
- Issuing of name tags & assisting with guest sing-in/out where required
- Follow directions given by gallery staff/tutors
- Provide assistance to workshop participants as required
- Kitchen duties and clean up
- Attend/complete all scheduled training sessions required for the position, including but not limited to; Food Safety Certificate, Manual Handling Training, customer service training etc.

NOTE: *Activities Crew are required to wear the Volunteer Uniform blouse provided with appropriate black pants and black closed in shoes for their shifts unless otherwise specified prior to the event.*

SKILLS AND EXPERIENCE REQUIRED

ESSENTIAL:

- Hold a current Blue Card
- Able to communicate with adults and children at an appropriate level
- Able to work in a team and autonomously as required
- Able to pick up new skills quickly & follow directions
- Able to work in a busy environment
- Good listening skills
- Able to identify where work is required
- Knowledge of and ability to identify Workplace Health and Safety issues (e.g. manual handling, trip hazards etc.)

WORK ETHIC

- Tactful, honest and reliable
- Helpful, enthusiastic, friendly and approachable
- Adhere to the Code of Behaviour of Bundaberg Regional Council, and the professional standards set by the Bundaberg Regional Cultural Facilities Volunteer Program.

PROBATIONARY PERIOD

There is a trial period of three (3) activities for new volunteers in this position

VISITOR SERVICES GUIDE

PURPOSE OF THE POSITION

To maintain knowledge on current exhibitions and gallery operations to provide exceptional customer service to gallery visitors, and assist gallery staff with reception duties.

RESPONSIBILITY

The *BRAG* Visitor Services Guides report primarily to the Senior Administration & Volunteer Officer, Galleries. The *CHARTS* Visitor Services Guides report primarily to the Administration & Volunteer Officer – CHARTS. While on duty, Visitor Services Guides are responsible directly to the Administration Officer at the facility.

DUTIES

- Maintain knowledge on all current and upcoming exhibitions, gallery programs, and gallery facilities
- Provide information on exhibitions and programs to gallery visitors with exceptional customer service
- Answer reception and telephone enquiries in a professional manner, adhering to confidentiality and privacy standards
- Conduct visitor feedback surveys (paper & iPad based)
- Complete Gallery Gift Shop duties including making sales and applying barcodes to stock
- Complete computer based tasks where required (sending emails, taking workshop bookings etc.)
- Refreshing the Artist in Residence (AIR) apartment with new linen, towels, etc.
- General cleaning duties at reception, The Nook (kids area), Gallery Gift Shops, Access Studio (workshop space), and Kitchens (including re-stocking of tea/coffee supplies)
- Checking of First Aid Kit supplies
- Monitoring noticeboards and pamphlet stands to ensure information is relevant and up to date
- Assist with the preparation of mail-outs and workshop / event materials where required
- Maintain good communication and information sharing with gallery staff
- Attend/complete all scheduled training sessions required for the position, including but not limited to; Customer Service Training, Manual Handling Training etc.

NOTE: *Visitor Services Guides are required to wear the Volunteer Uniform blouse provided with appropriate black pants and black closed in shoes for their shifts unless otherwise specified.*

SKILLS AND EXPERIENCE REQUIRED

- Customer Service and people skills
- Able to follow directions with good listening skills
- Proactive and takes initiative in identifying where work is required
- Experience in making sales, cash handling and EFTPOS
- Experience in the use of computers including Microsoft Office (Word, Excel, Outlook, Outlook Calendars) and general computerised sales systems
- Knowledge of and ability to identify Workplace Health and Safety issues (E.g. manual handling)

WORK ETHIC

- Tactful, honest and reliable
- Helpful, enthusiastic, friendly and approachable
- Maintains professional and tidy dress and appearance
- Adhere to the Code of Behaviour of Bundaberg Regional Council, and the professional standards set by the Bundaberg Regional Cultural Facilities Volunteer Program.

PROBATIONARY PERIOD

There is a trial period of Four (4) shifts for new volunteers in this position