

Position:	Volunteer Front of House Assistant
Reports to:	Gallery Business Coordinator
Hours:	Weekdays: 3.5 hour shifts weekly or fortnightly on Tuesday to Friday from 10am-1:30pm or 1:30pm-5pm. Weekends: 3 hour shifts weekly or fortnightly on Saturday or Sunday from 10am – 1:00pm.
Location:	Manly Art Gallery & Museum (MAG&M)
Updated:	30/10/23

MAG&M Overview

The Manly Art Gallery and Museum (MAG&M), established in 1930 and the first metropolitan regional gallery in New South Wales, holds extensive collections of 19th to 21st century art and ceramics. MAG&M is owned and managed by Northern Beaches Council.

Role Purpose

To assist with front of house duties, providing excellent customer service to all visitors. Provide a warm welcome and communicate key information on MAG&M's exhibitions, programs, collection, Design Shop and Friends of MAG&M membership.

Requirements

- Positive and proactive attitude, excellent people skills and a friendly, professional manner
- An ability to read situations and responses from the public
- Excellent communication skills
- Ability to interact with people from diverse backgrounds and ages and direct them, as required
- Basic computer literacy
- Ability to be comfortable while sitting regularly for varying periods of time
- Willingness to take direction and instruction from staff
- Commitment to Council's workplace values of Trust, Teamwork, Respect, Integrity, Service and Leadership

Desirable

- Interest, education or experience in the arts and/or creative sector
- Experience in communication/front of house/customer service roles
- Flexibility in availability on occasion
- Ability to speak another language

Tasks and Responsibilities

- Greet visitors and make them feel welcome
- Ensure appropriate visitors understand visitation guidelines and that they are observed
- Answer questions about exhibitions, artists, public programs and events at MAG&M
- Promote the Design Shop and undertake direct sales of merchandise



- Answer the phone in a professional manner
- Assist staff with front of house administration tasks

Benefits:

- Be part of a lively changing program of national exhibitions and activities
- Opportunity to engage with a broad audience
- Support the work of this important regional gallery
- Meet and work with other volunteers and MAG&M's professional staff
- Gain valuable work experience in the arts sector
- Learn more about visual art and arts and culture
- Progression to Volunteer Tour Guide duties following probation, as agreed

What to Wear:

Smart casual / business casual

Contact:

volunteer@northernbeaches.nsw.gov.au

TRIM: 2023/047822