

## **VOLUNTEER ROLE STATEMENT**

<b>POSITION:</b>	<b>Volunteer Gallery Guide</b>
<b>CLASSIFICATION:</b>	Volunteer
<b>DEPARTMENT:</b>	Planning and Development
<b>SECTION:</b>	Art Gallery of Ballarat
<b>APPROVING MANAGER:</b>	Louise Tegart
<b>DATED:</b>	April 2019

### **ROLE SUMMARY**

The Gallery's Volunteer Guide Program aims to develop a cooperative team of skilled and dedicated individuals who are able to communicate the mission and activities of the Gallery to a wide audience through floor talks and tours, and to provide a vital bridge between the Gallery and the public it serves.

Volunteer Guides are enthusiastic individuals with excellent communication skills who support the delivery of the Gallery's public programs. Volunteer Guides participate in research based self- directed learning to deliver high quality tours for the permanent collection and current exhibitions. They are expected to provide exceptional customer service to all who join a guided tour.

### **ORGANISATIONAL CONTEXT**

The Art Gallery of Ballarat provides a focus for visual arts in the Ballarat region. The Gallery aims to stimulate appreciation and enjoyment of the visual arts for the people of Ballarat region and to attract visitors from the wider Australian communities.

The Gallery conserves a major collection, displays and interprets the collection through a range of programs including temporary exhibitions, tours, workshops, lectures and performance events. The Gallery is seen as a key cultural focus for Ballarat and at times presents performances which are not directly related to the collection or temporary exhibitions.

This position requires availability for weekend and public holiday work.

### **OCCUPATIONAL HEALTH AND SAFETY**

The City of Ballarat requires Volunteer Guides to:

- Follow City of Ballarat policies and procedures.
- Report hazards and other unsafe practices.
- Report injuries as soon as possible to your Manager/Supervisor.
- Participate constructively in all forums set up to investigate, improve or communicate safety.

### **REQUIREMENTS FOR ALL VOLUNTEERS**

All potential volunteers are to follow the City of Ballarat's volunteer recruitment procedure which includes:

- Complete a Volunteer Personal Details form
- Interview by a City of Ballarat employee
- Supply the details for two referees
- Complete the City of Ballarat induction and compulsory training
- Adhere to privacy principles and all City of Ballarat policies and procedures
- Be willing to obtain a Victorian Police Check
- Be willing to obtain a Working with Children's' Check (if applicable)
- Undertaking an Art Gallery of Ballarat site induction.

## **ROLE FUNCTIONS**

### **Customer Service**

- To handle all interactions with visitors in a calm and professional manner
- To greet visitors with eye contact and a smile
- Assist in the delivery of Art Gallery of Ballarat public programs aimed at reaching the broadest possible audience by providing informative, well-researched and enjoyable talks on the Gallery; its history, collection and exhibitions.
- Communicate clearly and in an appropriate manner in order to satisfy the needs and interests of a diverse audience.
- Ensure the highest level of customer - service is maintained by making visitors to the Art Gallery of Ballarat feel welcome and informed.
- Maintain knowledge of Gallery corporate information such as memberships, Foundation etc.
- Enhance the visitor experience to the Gallery by furthering appreciation and understanding of the Art Gallery of Ballarat, its unique environment and current exhibitions.
- Conduct and tailor tours for pre-booked group visits, including a variety of community groups, special interest groups, people from different socio-economic backgrounds and people with a disability.
- Develop and conduct daily programmed guided tours focusing on exhibitions and the permanent collection.
- As required speak about the Art Gallery of Ballarat and its programs to community groups at off-site venues
- To be an ambassador for the Gallery.

### **Team work**

- To work in conjunction with Gallery staff and other volunteers to provide the best possible visitor experience.
- To participate in relevant Gallery meetings- where appropriate.

### **Security and Safety**

- Maintain vigilance and enforce regulations governing the protection and security of:
  - a) visitors and staff
  - b) works of art

## **CITY OF BALLARAT'S EXPECTATIONS**

The City of Ballarat expects that Volunteer Gallery Guides will:

- Understand and apply City of Ballarat's policies and procedures and the Guidelines for Art Gallery of Ballarat Voluntary Gallery Guides
- Report all incidents and/or personal injuries or hazards to Gallery staff for entry in the safety register report
- Inform the Gallery staff of any matters that may affect visitor safety
- Understand and comply with the principles of Anti-discrimination and Anti-harassment.
- Demonstrate a commitment to customer service.

## **TRAINING**

- Compulsory City of Ballarat and Voluntary Gallery Guide induction training.
- Ongoing training and education over a one-year period.
- Successful applicants will be supported, encouraged and mentored throughout their training by experienced Volunteer Guides.
- Volunteer Guides are required to be available to guide a minimum of 2 shifts per month after successfully completing the Volunteer Guide Training Program

## **PERSONAL SPECIFICATIONS**

An Art Gallery of Ballarat Volunteer Guide should be:

- A good communicator and have the ability to act with professionalism and integrity.
- Prompt and reliable.
- Able to stand/sit for periods of time.

## **Volunteer Gallery Guide Rights**

- To be treated with respect
- To be kept informed about the organisation, its associated policies and procedures
- To receive induction and training for the position
- To receive guidance, support and supervision to perform tasks required
- To make suggestions on ways to improve the service
- To be free of discrimination or harassment because of race, religion, gender, sexual orientation, marital status, age or disability
- To have access to an impartial complaints resolution procedure.

## **Volunteer Gallery Guide Responsibilities**

- To undertake Volunteer Gallery Guide induction training
- To be reliable, punctual and well-presented
- To advise Gallery staff as soon as is practicable if unable to attend a rostered shift
- Sign in at the start of every shift, and sign out at the conclusion of every shift
- To follow the directions of Gallery staff
- To report any feedback from visitors to the event to Gallery staff
- To carry out tasks in a friendly manner as instructed
  
- To wear comfortable but appropriate footwear
- To attend training and information sessions twice monthly, participate in Exhibition Briefings and Curator led walk throughs as required and attend excursions at least twice per year.
- To treat visitors, fellow volunteers and staff with respect
- To act honestly
- To work free of the effects of illegal drugs and or alcohol.

## **SELECTION CRITERIA**

### **Essential**

- Demonstrated ability to be prompt and reliable.
- Self-motivated with the ability to work within a team environment
- Excellent verbal communication skills, including a clear speaking voice and articulate manner.
- Exceptional customer service skills.
- Ability to work with minimum supervision as well as in a team environment.
- Proven capacity to undertake independent research towards the preparation of tours and the sharing of research and resources.

- Demonstrated interest in and /or knowledge of art history and an appreciation of modern and contemporary art.
- Computer skills in Microsoft -Office Suite, internet access and an email account for the purposes of communication, research, circulation of resource materials and the scheduling of tours.
- An appreciation for cultural diversity and an ability to work with and relate to people from diverse backgrounds.

**Desirable**

- A good knowledge of the Art Gallery of Ballarat and Ballarat.

**Other relevant information**

- A minimum commitment of 2 years post Volunteer Gallery Guide Training is -required
- A minimum commitment of two tours per month is required, across a seven-day working week.
- An ongoing commitment to attend Guide meetings as well as educational meetings twice monthly
- Upon completion of the required training program, Volunteer Guides will be subject to a three-month probationary period.
- The successful applicant will be required to undergo a National Police Record check at the expense of the Gallery.