



ARTSPACE

43-51 Cowper Wharf Road
Woolloomooloo NSW 2011
Sydney Australia

T. +61 2 9356 0555
artspace@artspace.org.au
www.artspace.org.au
@artspace_sydney

POSITION DESCRIPTION | WEEKEND FRONT OF HOUSE ASSISTANT

POSITION TITLE: Weekend Front of House Assistant

HOURS: Saturday and/or Sunday 10.30am to 6:00pm during exhibition periods, and events such as openings, previews and public programs

TERMS OF EMPLOYMENT: Casual

WAGE: Base hourly rate \$24.41 and superannuation.

Penalty rates for Sundays and public holidays

ARTSPACE VISION

Ever changing, ever challenging, Artspace is a place where audiences meet the artists and the ideas of our times.

ABOUT ARTSPACE

Artspace is Australia's leading interdisciplinary space for the creation and presentation of contemporary art. Through exhibitions, performances, artist residencies, and public programs, Artspace is where artists of all generations test new ideas and shape public conversation. Committed to experimentation, collaboration and advocacy, Artspace's mission is to enhance our culture through a deeper engagement with contemporary art.

POSITION SUMMARY

The Weekend Front of House Assistant is responsible for delivering across a broad range of 'public facing' operations including customer service, gallery invigilation, ushering for public programs and events and performs a range of administrative tasks to support the organisation at Front of House, primarily over the weekend and public holidays. The Weekend Front of House Assistant works to ensure the galleries and studios consistently function at the highest possible standards to create the best possible audience and stakeholder experience. They are responsible for the running of Artspace's public areas over the weekend, including their cleanliness, tidiness and professional presentation. The Weekend Front of House Assistant enhances Artspace's audience experience through consistently high standards of hospitality and professionalism. The Weekend Front of House Assistant is expected to have an excellent understanding of gallery and office protocols; the capacity to effectively communicate ideas and liaise with a range of stakeholders including patrons, colleagues and the public; outstanding attention to detail and the ability to multi-task; and they must be articulate, organised and professional as well as able to identify trends in audience engagement. The position works to the direction of the Front of House and Curatorial Assistant, who in turn reports to the Deputy Director. This position is expected to work closely with the Artspace team in planning and overseeing the delivery of exhibitions and events on weekends.

KEY ACCOUNTABILITIES

- [1] Work closely with the Front of House & Curatorial Assistant and Deputy Director to coordinate the weekend operational aspects of Front of House, including invigilation and maintenance of artworks, as well as other activities across Artspace.
- [2] Perform a range of daily reporting tasks, including the provision of attendance reports.
- [3] Develop and maintain detailed understandings of Artspace's exhibitions, projects and events and their context within its broader artistic program so as to act as an effective conduit for sharing information with visitors, and to advocate Artspace's vision.

- [4] Enhance audience experiences by providing a consistently professional and welcoming environment and by ensuring high standards of presentation for Artspace's public spaces.
- [5] Support Artspace staff in administrative and organisational tasks to deliver the artistic program and business development objectives of the organisation.
- [6] Maintain supportive and collaborative relationships with internal and external stakeholders through the communication and advocacy of Artspace's vision.
- [7] Ensure that Artspace complies with its legal obligations for WH&S, and ensure that tasks and procedures are undertaken in a manner that meets such obligations so as to safeguard the health and safety of employees and visitors.
- [8] Contribute to the collegial character of the Artspace workplace by sharing information, experience and expertise, as well as contributing to organisational advocacy and assisting across all facets of the artistic program where assigned.

ESSENTIAL CRITERIA

- Relevant tertiary qualifications and/or equivalent work experience.
- Knowledge of contemporary arts practice and the broader national and international cultural sector and a commitment to the development and support of contemporary art and artists.
- Exceptional communication and organisational skills with a strong commitment to customer service standards.
- Ability to work collaboratively within a team environment to ensure the organisation's objectives are met.
- An ability to take initiative and display leadership in this role, as well as a willingness to work unsupervised.

APPLICATION REQUIREMENTS

- Cover Letter
- Curriculum Vitae
- ONE page Expression of Interest addressing the Essential Criteria

Please email applications to Johanna Bear, Front of House and Curatorial Assistant, Artspace jobs@artspace.org.au

If you would like to discuss this position further or if you would like more information please contact Johanna Bear on 02 9356 0555 or jobs@artspace.org.au

Applications close 5pm, Thursday 28 February 2019

