



ARTSPACE

43-51 Cowper Wharf Road
Woolloomooloo NSW 2011
Sydney Australia

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

POSITION DESCRIPTION | WEEKEND FRONT OF HOUSE ASSISTANT

POSITION TITLE: Weekend Front of House Assistant

HOURS: The successful applicant will work as part of a small Front of House team rostered across Saturday and/or Sunday 9:30am to 5:00pm during exhibition periods, and after hours events such as openings, previews and public programs

TERMS OF EMPLOYMENT: Casual

WAGE: Base hourly rate \$26.03 plus 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 one of the leading institutions for the production and presentation of contemporary art in the Asia-Pacific. Artspace's mission is to enhance our culture through a deeper engagement with contemporary art. Embracing risk, experimentation, criticality and collaboration, Artspace's multi-platform program facilitates new commissions, exhibitions, performances, artist residencies, public programs, publishing and advocacy. Underpinned by a commitment to reflecting and advancing social and cultural diversity, Artspace catalyses new artistic visions and enables artists of all generations to test ideas and shape public conversations.

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 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; and outstanding attention to detail and the ability to multi-task. They must be articulate, organised and professional, and able to identify trends in audience engagement. The position works to the direction of the Front of House & Assistant Curator, 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 & Assistant Curator 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 collating accurate and detailed visitation reports.

[3] Develop and maintain a detailed understanding of Artspace's exhibitions, projects and events, as well as their context within the organisation's broader artistic program, 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 the professional presentation of Artspace's public spaces is maintained at all times.

[5] Support Artspace staff with 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

- Must have at the least a relevant bachelor's degree, TAFE certificate or other tertiary qualification.
- Must have prior experience in a public-facing role, where they regularly engage with members of the public.
- Must have 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.
- Must have 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

- ONE PAGE Cover Letter addressing your motivations for applying for this role and working at Artspace
- Curriculum Vitae
- ONE page Expression of Interest addressing the Essential Criteria
- Only applicants who submit a suitable Cover Letter and Expression of Interest addressing the targeted questions will be considered for this position.

Artspace is committed to equity and inclusion and welcomes applications from Aboriginal and/or Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, people of all abilities, and people from LGBTIQ+ communities.

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 11:59pm, Wednesday 5 August 2020

