

# POSITION DESCRIPTION



**Engagement**  
Chancellery

## Visitor Services Officer Buxton Contemporary

<b>CLASSIFICATION</b>	Professional Staff Level 2
<b>SALARY</b>	\$34.95 per hour
<b>WORKING HOURS</b>	As agreed
<b>BASIS OF EMPLOYMENT</b>	Casual
<b>REPORTS TO</b>	Director, Buxton Contemporary through the Program and Visitor Services Coordinator
<b>OTHER BENEFITS</b>	<a href="http://about.unimelb.edu.au/careers/working/benefits">http://about.unimelb.edu.au/careers/working/benefits</a>
<b>CONTACT FOR ENQUIRIES ONLY</b>	Ashlee Baldwin Tel +61 3 9035 9340 Email <a href="mailto:ashlee.baldwin@unimelb.edu.au">ashlee.baldwin@unimelb.edu.au</a> <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our website:  
<http://about.unimelb.edu.au/careers>

### THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded. Further information about working at The University of Melbourne is available at <http://about.unimelb.edu.au/careers>.

## **EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION**

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit. The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University's People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies. The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to service for excellence and reach the targets of Growing Esteem.

## **BUXTON CONTEMPORARY**

Buxton Contemporary is the result of a landmark gift to the University of Melbourne by the art collector and property developer Michael Buxton. In 1995 Michael founded the Michael Buxton Collection with the aim of developing a museum quality collection of contemporary Australian art. The Collection acquired individual artists' work in depth, across media, and over time, while supporting those artists to practice ambitiously. Within twenty years the Collection had grown to more than 350 major artworks and was widely recognised as one of the most important collections of recent Australian art held anywhere in the world.

Buxton Contemporary opened in 2018 at the University of Melbourne's art school, the Victorian College of the Arts. Designed by renowned architects Fender Katsalidis, the museum is comprised of four public exhibition galleries, teaching facilities, and the largest outdoor screen in Australia dedicated to the display of moving image art. The museum is located in the heart of the Melbourne arts precinct where it provides a creative forum through which the University engages local, national and international audiences with the best of contemporary Australian and international art.

With a focus on supporting artists, Buxton Contemporary showcases the forefront of Australian and international contemporary art practice. Using the Michael Buxton Collection as a springboard, Buxton Contemporary will push the boundaries of exhibition making and audience experience in an approach that encourages risk taking, innovation and a commitment to truly placing artists at the centre. The Museum's programming aims to captivate, provoke and engage audiences in trends in contemporary art and connect current Australian contemporary practice to international developments.

## **ABOUT THE ROLE**

### **Position Purpose:**

The main purpose of the Visitor Services Officer is to provide excellent customer service to all visitors while invigilating the museum to ensure its safety and the security of artworks. This position requires a keen knowledge of contemporary visual art in Australia and excellent communication skills, as well as a capacity for stakeholder and University engagement.

Working hours will vary and the Visitor Services Officer may be offered work on any day of the week including Saturdays, Sundays, evenings and bank holidays. The services provided to Buxton Contemporary are on a casual basis for an hourly rate as per the position classification above.

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. OHS responsibilities applicable to positions are published at: <http://safety.unimelb.edu.au/topics/responsibilities/>. These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

### **Core Accountabilities:**

- Provide excellent and pro-active customer service based on guidelines by the Program and Visitor Services Co-ordinator;
- Invigilate all Museum spaces to ensure public safety and the security of art works.
- Provide visitors with information about the current exhibitions and all aspects of Buxton Contemporary including the building and facilities, forthcoming exhibitions, events and activities, and information about the local area.
- Adhere to health and safety regulations, being aware of disability and access requirements, and assisting the public in evacuation situations in accordance with a thorough knowledge of evacuation procedures (induction provided).
- Inform the Program and Visitor Services Coordinator or Weekend Front of House Coordinator immediately in the event of damage to the building or to any artwork, in the instance of any health and safety or security issues arising, and of any other emergencies that may occur.

- Establish and foster appropriate workplace culture across all public interfaces and activities;
- Undertake training and attend meetings as appropriate, and provide feedback and comments to maintain the high visitor service standards and assist with the continuous improvement of services.
- Assist with basic set up of events, private views and gallery hires.
- Assist with the opening and closing of museum exhibition spaces.
- Assist in general cleaning and maintenance as required.
- Carry out any other duties as deemed appropriate by the Visitor Services Coordinator or Weekend Front of House Coordinator

### **Additional Requirements**

- Visitor Services Officers are required to wear Buxton Contemporary t-shirt while invigilating.

### **Selection Criteria:**

1. Experience of working with the public
2. Excellent communication and customer service skills
3. Interest in, and knowledge of, contemporary visual arts
4. Awareness of access issues and disability awareness
5. Experience of reception, retail or other customer service roles
6. Awareness of Health & Safety issues (training provided)
7. High levels of presentation and professionalism
8. Flexibility to undertake out of hours work as required
9. Ability to work independently as well as be an active team player

### **Desirable:**

1. Demonstrable computer literacy skills including a sound knowledge of the Microsoft Office suite (in particular Word, Excel)
2. First Aid training to level 2
3. Responsible serving of alcohol
4. Events experience