

ROLE DESCRIPTION

ROLE TITLE: Volunteer and Visitor Services Coordinator

CLASSIFICATION: ASO4

ROLE NUMBER: P69631

AGENCY: [Department of the Premier and Cabinet](#)

DIVISION: Art Gallery of South Australia

BUSINESS UNIT: Art Gallery of South Australia

REPORTS TO: Head of Audience Engagement

ROLES REPORTING TO THIS ROLE: Front of House Administrator, Visitor Services Administrator, Visitor and Retail Services Officers

BUDGET: In line with the relevant financial delegations

ROLE PURPOSE:

The Volunteer and Visitor Services Coordinator supervises and coordinates front facing teams to ensure the delivery of high-quality customer service to AGSA visitors and patrons. The role also coordinates AGSA's cohort of volunteers and Guides and administers their recruitment, onboarding, retention and recognition of service.

KEY OUTCOMES OF ROLE:

1. Supervise and provide operational support and guidance to the Front of House team with specific focus on delivering a high level of customer service across all delivery points, including customer interactions, service quality, and the delivery of information and visitor experiences.
2. Provide key liaison service to AGSA's front of house volunteers and Guides, by anticipating their needs, proactively sharing relevant information and actively identifying opportunities and creating solutions to barriers.
3. Coordinate and administer the recruitment, onboarding, recognition and stewardship of volunteers and Guides including implementing programs, gathering data and information and providing advice in relation to the ongoing retention and attraction of volunteers and guides.
4. Coordinate the collation, development and review of statistical data which reflects patronage to AGSA in order to understand visitation and develop reports for funding bodies and to inform planning.
5. Foster and encourage a culture of efficient customer service and continuous improvement across all visitor service engagement points including developing and implementing procedures that reflect positive delivery outcomes and are in line with internal and external departmental policies.
6. Develop and implement staff resourcing models that support the cross skilling of staff and casuals with a focus on ongoing education, development and learning.
7. Contribute to the implementation and ongoing consideration of wayfinding, visitor experience and public safety initiatives and developments.
8. Provide coordination support on a rotation of weekends for visitor experience functions including being the escalation point for front of house, membership, and AGSA Shop staff, volunteers, guides and casuals.

KEY RELATIONSHIPS / INTERACTIONS:

- Work collaboratively and engages with all team across AGSA.
- Regularly liaises and interacts with AGSA volunteers and Guides.
- Liaise with AGSA visitors and event attendees.

SPECIAL CONDITIONS:

- Will be required to work on a 7 day roster which includes some weekend work.
- Out-of-hours and/or evening work may be required
- Applicants will be required to undergo the appropriate and relevant Employment Screening Assessment(s) required for this role in line with the DPC Employment Screening Policy.
- This role requires (please select those relevant for the role):
 - ☒ National Police Check (required for all roles)
 - ☒ Working with Children Check
 - ☐ Security Clearance (including Baseline, Negative Vetting Level 1, Negative Vetting Level 2, Positive Vetting)
- The Incumbent will be required to participate in the department's Performance Management Program.
- The Incumbent may be assigned to another position at this remuneration level or equivalent.

KEY SELECTION CRITERIA:

- Sound knowledge and experience in coordinating and providing high quality customer services with a focus on exceptional visitor experiences in a museum or similar cultural institution/environment.
- Excellent written and oral communication skills with attention to detail and accuracy and ability to build positive and effective relationships with colleagues, volunteers and visitors and other diverse groups.
- Proven ability to problem solve, exercise judgment in areas where precedents or procedures are not clearly defined and work through high pressure situations in a fast-paced environment and during public interactions while remaining calm, personable and composed.
- Knowledge and experience in the use of Microsoft Office suite of programs, including rostering platforms.
- Demonstrated ability to work under limited direction, determine priorities, plan and organise work, apply a high level of personal motivation, and flexibility, adaptability and versatility of approach, to handle changing work requirements.
- Demonstrated commitment to continuous improvement and innovation by challenging assumptions and establishing views and generating ideas to deliver goals more effectively.
- Experience in supervising and guiding a diverse team including administering recruitment, onboarding and recognition functions and creating a positive workplace culture, encouraging collaboration and ensuring the wellbeing of others.

PURPOSE

- Making a difference so South Australia thrives

VISION

- The Heart of government

DPC VALUES

- Curious
- Courageous
- Connected

SOUTH AUSTRALIAN PUBLIC SECTOR VALUES

- | | |
|--|---|
| <ul style="list-style-type: none"> ▪ Trust ▪ Service ▪ Professionalism ▪ Respect | <ul style="list-style-type: none"> ▪ Collaboration and Engagement ▪ Honesty and Integrity ▪ Courage and Tenacity ▪ Sustainability |
|--|---|

CORPORATE RESPONSIBILITIES

Incumbents are responsible for:

- Keeping accurate and complete records of business activities in accordance with the *State Records Act 1997*.
- Maintaining a commitment to the [Public Sector Act 2009](#), [The Code of Ethics for the South Australian Public Sector](#), and the legislative requirements of the *Public Sector Act 2009* and [Work Health and Safety Act 2012](#).
- Creating and maintaining a diverse, accessible, inclusive and culturally safe workplace to enable us to reflect our community.
- At all times acting in a manner that is non-threatening, courteous, respectful, and consistent with DPC's accreditation as a White Ribbon workplace.
- Demonstrating a genuine commitment to Reconciliation, and the achievement of Reconciliation Action Plan outcomes.

CORE COMPETENCIES & ASSOCIATED BEHAVIOURS EXPECTED AT THIS CLASSIFICATION

Holds Big Picture View at Local and Individual Level

- ☒ Sees the big picture and understands how their work contributes to the strategic direction
- ☒ Understands and supports organisational goals and business objectives
- ☒ Responds in a positive and flexible manner to change and uncertainty
- ☐ Identifies, defines and solves problems that may impact on own work objectives
- ☒ Demonstrates an understanding of both internal and external factors and influences that may affect own work outcomes

Achieves Results

- ☒ Understands individual and team capabilities and makes effective use of own capabilities
- ☒ Takes into account the associated advantages and disadvantages of a range of options to deliver the best results
- ☒ Understands how work practices are governed by Public Sector legislation, regulations and policies
- ☒ Sees work tasks through to completion with agreed timeframes to achieve quality outcomes
- ☒ Applies specialist expertise of self and others to achieve business outcomes

Promotes Business Excellence

- ☒ Provides support to implement new innovative initiatives and promotes change
- ☒ Gathers and investigates information from diverse sources to keep abreast of new developments and changes in the Public Sector environment
- ☒ Seeks out and participates in learning opportunities. Understands and acts on constructive feedback and works towards agreed performance standards
- ☒ Promotes a strong customer service culture by understanding needs
- ☐ Assists and supports financial monitoring, procurement and contract procedures

Builds Positive Working Relationships

- ☒ Listens to and considers different ideas and discusses issues credibly and thoughtfully. Identifies other people's expectations and concerns
- ☒ Can identify conflict in situations and acts sensitively, objectively and constructively to de-escalate conflict
- ☒ Works collaboratively and shares information with own team and seeks input from others
- ☒ Builds and sustains positive relationships with team members, stakeholders and clients
- ☒ Confidently communicates messages in a clear and concise manner using appropriate language

Displays Personal Drive and Professionalism

- ☒ Acts with integrity & promotes consistency among principles, organisational values and ethical behaviour
- ☒ Provides impartial and forthright advice. Challenges issues constructively and justifies own position when challenged. Acknowledges mistakes and learns from them
- ☒ Persists and focuses on achieving objectives in difficult circumstances responding in a positive and controlled manner
- ☒ Self evaluates performance & seeks feedback from others. Recognises how behaviour impacts on others
- ☒ Committed to self development
- ☒ Contributes to a culture that values and respects diversity and models this in all interactions
- ☒ Ensures standards for the safety and wellbeing of self and others are maintained