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## Visitor Services Volunteer

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### Position Description

<b>Reports to</b>	Visitor Services and Volunteer Program Manager
<b>Department</b>	Visitor Services
<b>Salary</b>	Volunteer Role
<b>Term</b>	Ongoing

### About Heide

Heide Museum of Modern Art (Heide) is a public art museum and sculpture park located in Bulleen, Victoria. Heide offers an inspiring, educational and thought-provoking experience of modern and contemporary art, architecture, social history and gardens.

Heide presents 10 to 14 temporary exhibitions per year across five exhibition galleries with associated publications, public and education programs. The exhibition program represents both modern and contemporary art, drawn from the Heide Collections and external sources, and while the focus is on Australian art, it also includes some international projects.

The Heide Collections encompass both the art collection and archives. The art collection comprises over 3,500 works in all media, and includes a significant representation of Australian modern art by key artists from the 1930s to the 1960s. It offers perspectives on modern and contemporary art practice as well as Heide history. The archives include significant holdings of artists' papers, and documents relating to the professional activities of Heide founders John and Sunday Reed.

Heide is an equal opportunity employer, committed to building a diverse and inclusive workplace that is respectful and supports creativity and innovation. We encourage applications from First Nations people, people of culturally diverse backgrounds, people with disabilities, and people from the LGBTIQ+ community, and provide a working environment that prioritises Cultural Safety. If you need assistance with this application due to a disability, please contact us at [employment@heide.com.au](mailto:employment@heide.com.au) or 03 9850 1500.

This vacancy is a rare opportunity to join a group of outstanding professionals dedicated to ensuring Heide flourishes.

### About Visitor Services

Under direction from the Visitor Services and Volunteer Program Manager, the Museum's Visitor Services Volunteer Program aims to develop a team of dedicated individuals with a broad general understanding of Museum operations, focusing on front-of-house activities.

### About this Position Description

This position description is intended to provide an overall view of the role and may change from time to time.

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### Position Description

#### Primary focus of the position

To assist in the Museum's daily frontline operations including:

- the provision of information relating to exhibitions, admissions, retail and memberships
  - the safety and security of visitors and artworks
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#### Duties

##### Customer Service

1. Provide a courteous, comprehensive and efficient information service to visitors covering:
  - Current exhibitions and events
  - Heide history, gardens and architecture
  - Public and education programs
  - Heide Store and Heide Membership
  - Café Heide
  - Emergency information
2. Assist in the presentation of the Museum's public spaces to the highest standards

##### Security and Safety

1. Maintain vigilance and enforce regulations governing the protection and security of:
  - Visitors and staff
  - Works of art
2. In the event of an emergency, assist with the Museum's emergency response procedures.

##### Occupational Health and Safety (OHS)

1. Take reasonable care to maintain your own health and safety and that of other volunteers, staff, visitors and contractors
2. Comply with all safe work practices and procedures that are adopted, developed, designed or otherwise implemented at the workplace and not interfere with or damage safety related equipment
3. Report all hazards, incidents, accidents and near misses directly to your supervisor or through the hazard and incident reporting system

##### Heide Membership

Provide friendly, comprehensive and efficient information services to new and existing Heide Members

##### Retail

Assist with the operation of the Heide Store by maintaining an active knowledge of stock

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### Position Description

#### Events

Assist with Museum events during and outside normal business hours

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#### Ongoing training

Attend ongoing training in the form of exhibition briefings, briefing notes and other training opportunities

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#### Key selection criteria

To achieve the purpose of the position, the following attributes are required:

- Demonstrated well developed interpersonal and communication skills
  - Ability to work with minimum supervision and in a team environment
  - Experience in museum/gallery/retail or customer service environment
  - Basic computer skills including access to the internet
  - An appreciation for cultural diversity and an ability to work with people from diverse backgrounds
  - The capacity to provide an ongoing commitment of one 3.5 hour shift per fortnight. Shifts are Tuesday to Sunday 10:00am – 1:30pm or 1:30pm – 5:00pm.
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#### Other relevant information

- A minimum commitment of 2 years is preferred
  - Information regarding Visitor Services shifts, exhibition briefings, newsletters, etc. will be electronic
  - Following the completion of training, the successful applicant will be subject to a three month probationary period
  - Training will be provided via induction, on the job and in ongoing seminars
  - The successful applicant will be required to undergo a Victoria Police issued National Police check at the expense of the Museum
  - Heide Museum of Modern Art is an equal employment opportunity (EEO) employer and committed to fair and equitable treatment for all employees and potential employees, on the basis of their skills and abilities, whatever their differences in other respects. At Heide we value and respect the diversity of our workforce and we are committed to providing a supportive and healthy working environment that is free of unlawful discrimination, harassment and bullying
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