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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) offers an inspiring, educational and thought-provoking experience of modern and contemporary art, architecture, social history and gardens.

Heide presents 10-14 exhibitions per year, across five galleries, with associated publications, public and education programs.

The Heide Collection comprises approximately 3,300 works in all media, and includes a significant representation of Australian modern art by key artists from the 1930s to the 1950s. It offers a perspective on modern and contemporary art practice, as well as Heide history.

#### **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.

**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 Vue at 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

#### Ongoing training

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

#### 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. Please indicate your availability over the following shifts\*:

Tuesday	10am – 1.30pm	1.30pm – 5.00pm
Wednesday	10am – 1.30pm	1.30pm – 5.00pm
Thursday	10am – 1.30pm	1.30pm – 5.00pm
Friday	10am – 1.30pm	1.30pm – 5.00pm
Saturday	10am – 1.30pm	1.30pm – 5.00pm
Sunday	10am – 1.30pm	1.30pm – 5.00pm

*\*Please note this does not guarantee availability of shifts*

#### 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