

Volunteer Role Description

Volunteer Gallery Guide - Community Ambassador (Japanese)

Agency	Art Gallery of NSW
Division/Branch/unit	Public Engagement/Learning & Participation/Visitor Experience
Location	Art Gallery Road
Classification	Volunteer
Kind of Employment	Temporary contract for up to 1 year
Date of Approval	May 2019
Agency Website	http://www.artgallery.nsw.gov.au/

Overview

The Art Gallery of New South Wales (the Gallery) is a statutory body established under the Art Gallery of New South Wales Act 1980 and is an executive agency under the Department of Planning & Environment. The Gallery is in The Domain adjacent to the Royal Botanical Gardens and the Central Business District on the lands of the Gadigal peoples of the Eora nation, and attracts around 1.3 million visitors annually.

The Gallery holds significant collections of Aboriginal & Torres Strait Islander, Australian and International art and presents a dynamic program of temporary exhibitions involving significant loans from national and international collections. The Gallery also manages the Brett Whiteley Studio in Surry Hills and has an off-site collection store and leases a storage facility at Padstow. The Gallery employs 350 people on an annual basis and has a current effective full-time equivalent of around 215 staff. As the state's leading institution for the visual arts, the Gallery plays a vital role in the cultural and intellectual life of both Sydney and Australia.

The Gallery is currently undergoing planning for its expansion. The Gallery's expansion, known as the 'Sydney Modern Project' or 'SMP', involves the construction of a new building to the north of the existing Gallery building as well as some modifications to the existing building. The new building is planned for completion in 2021 to coincide with the 150th anniversary of the Gallery's founding.

Primary purpose of the volunteer role

Connect with domestic and international visitors by providing high level engagement and service to support the Japanese language guided tours for the *Japan Supernatural* exhibition.

Key volunteer responsibilities

- Deliver introductory Japanese language tours for diverse audiences that are well organised, well presented and provide audiences with relevant information about the *Japan Supernatural* exhibition.
- Continually research and prepare for tours by attending all relevant volunteer Gallery guides lecture and workshop programs, and participate in professional development training programs as outlined in training mentoring programs.

Key volunteer challenges

- Deliver effective tours and enhance the visitor experience in a challenging environment with competing time and stakeholder demands.

Key relationships

Who	Why
Internal	
Volunteer Guide Coordinator	Receive strategic direction, guidance, resourcing and support; collaborate with on decision-making;
Visitor Experience Team	Receive strategic direction, guidance, resourcing and support.
Learning & Participation Team	Receive strategic direction, guidance, resourcing and support.
Curatorial and Exhibition Staff	To support the curatorial vision and provide program support for exhibitions; for support and input to the content delivery
Venues Team	To provide program support for commercial operations
Gallery Staff	Share information, collaborate and liaise with to ensure delivery of Gallery projects and consistent customer experience
External	
Visitors to the AGNSW	Program delivery, evaluation, feedback
Teachers, carers and students	Direct coordination with schools. Duty of care including supervision of students, teachers/carers

Role dimensions

Reporting line

Volunteer Guide Coordinator/Administrator

Essential volunteer requirements

- Bilingual communication skills to be able to provide guided tours in Japanese and English.
- Demonstrated interest in art and the collections of the Art Gallery of New South Wales.
- Well-developed communication and interpersonal skills with the ability to deal courteously with visitors.
- Experience in working with audiences of a diverse range of ages and abilities.
- Good organisational skills, including the ability to establish priorities, achieve goals, and effectively work both independently and collaboratively.
- An understanding of the role of volunteering and enhancing visitor experience through audience engagement.



Volunteer Application

Volunteer Gallery Guide - Community Ambassador (Japanese)

Closing date: Friday 21 Jun 2019

Send your completed application and CV/resume to:

Pia Hughes - Volunteer Guide Coordinator/Administrator

Art Gallery of NSW

Art Gallery Road

Sydney NSW 2000

Or by email: pia.hughes@ag.nsw.gov.au

Selection criteria

- Bilingual communication skills to be able to provide guided tours in Japanese and English.
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- Well-developed communication and interpersonal skills with the ability to deal courteously with visitors.
- Experience in working with audiences of a diverse range of ages and abilities.
- Good organisational skills, including the ability to establish priorities, achieve goals, and effectively work both independently and collaboratively.
- An understanding of the role of volunteering and enhancing visitor experience through audience engagement.

Please complete:

Name	Date.....
Address
Email	
Phone	Mobile.....

Please provide an overview of your availability outlining any preferred days for volunteering.

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To become a Volunteer Guide - Community Ambassador you will be required to attend an intensive 3-4-month mentoring/training program between Jul and Oct 2019. Once that program is successfully completed, you will be on probation during your first volunteer contract which will be approx. 6-9 months in total. During this time, you will be expected to attend bi-weekly meetings and training sessions. Please sign below to state that you have understood the level of commitment and will be able to fulfil these requirements.

I,.....have read the above statement and understand the level of commitment required to become a Volunteer Guide.

Signed.....Date.....

Thank you for your interest. We will notify you regarding your application as soon as possible.