**Visitor Services**



Volunteer Position Description

**Reports to**: Gallery Manager

**About this Position Description**

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

**Primary focus of the position**

To assist in the gallery’s daily frontline operations including:

* Welcoming visitors to the gallery
* Answering phone calls and taking messages as required
* Ensure visitors comply with covid-safe venue requirements such as QR code check in
* Ensuring that visitors do not touch or interfere with any of the artworks on display
* Maintain a list of the number of visitors to the gallery
* Provide general information relating to The Dax Centre and exhibitions
* The safety and security of visitors and artworks
* Be reliable and consistent in your approach to tasks

Optional:

* Assisting with the set up/pack up of events
* Assist with Dax Centre events during and outside normal business hours such as Gallery Openings and Public Programs

**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
* Demonstrated interest in and/or experience in the arts
* An understanding and awareness of mental health and mental illness and/or experience in the mental health sector
* An appreciation of cultural diversity and an ability to work with people from diverse backgrounds
* a demonstrated interest in social issues in Australia or internationally
* the capacity to provide an ongoing commitment of one or more shifts per week or fortnight.

**Background checks/requirements**

Should you be interested in this role, we will need to collect the following information prior to you commencing in the role;

* Completed EOI form (below)
* Working with Children Check (*this can be obtained for free by volunteers. List The Dax Centre as the organisation at this website:*

[*https://www.workingwithchildren.vic.gov.au/*](https://www.workingwithchildren.vic.gov.au/)

* RSA (if serving alcohol)
* National Police Check certificate
* Proof of vaccination status per the Victorian Government

*The Dax Centre is an Equal Opportunity Employer. Applicants from diverse backgrounds are encouraged to apply. All applicants will be considered for appointment without regard to race, religion, gender, sexual orientation, age or disability.*

**Volunteer Expression of Interest Form**

– Visitor Services

**Date:**

**Full name:**

**Address:**

**Telephone number:**

**Email Address:**

**Educational background:**

**Work experience (professional and/or voluntary):**



**Why would you like to be a volunteer at The Dax Centre:**



**Are you interested in any other volunteer roles with us (please indicate Y/N)**

* Visitor Services
* Studio Dax Program volunteer (must have art-making experience)
* Education

**Do you have a WWCC (Working With Children Check)?**

**If not, are you prepared to obtain one?**

*This can be obtained for free by volunteers, list The Dax Centre as the organisation at this website:*[*https://www.workingwithchildren.vic.gov.au/*](https://www.workingwithchildren.vic.gov.au/)

**Do you have any specialised skills, areas of expertise or qualifications you believe could \ would like to contribute to your volunteer role at The Dax Centre?**

**Availability**

The first Visitor Services program for the year starts in January and runs until the end of March. There is the option to continue on with further programs for the year which are;

**Program 2:** May until the end of June

**Program 3:** July until the end of September

**Program 4:** October until mid December

The Dax Centre is opening hours are:

**Wednesday to Friday 11.00am to 3.30pm**

The Visitor Services role is required during the gallery open hours, as well as for ad-hoc events such as Exhibition Opening Nights, Previews, Launches and other special events.

The shifts are divided into two across the days we are open to the public;

11am – 1pm

1pm – 3.30pm

We ask our volunteers to commit their availability based on the duration outlined for each program. There is scope to review and amend this as needed. Being a small organisation, we do ask for advanced notice of any changes to your availability so we can plan accordingly.

Please indicate your availability below and if that applies per week, per fortnight or otherwise.

**Available from (date):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Please add a Y in the times below when you are available** | | | | Please specify if this availability applies 'each week', 'every second week' or 'it varies' |
|  | **Wednesday** | **Thursday** | **Friday** |
| **11am - 1pm** |  |  |  |  |
| **1pm – 3.30pm** |  |  |  |  |

|  |  |
| --- | --- |
| **Are you interested in assisting in a volunteer capacity for events** (may include evenings or weekends)? | |
| **Evenings** |  |
| **Weekends** |  |
| **Do you have an RSA? Please add Y or N** | |
|  | |

**Thank you for your interest in volunteering at The Dax Centre!**

Please return this completed form to [info@daxcentre.org](mailto:info@daxcentre.org)