

## INFORMATION PACKAGE

### Gallery Volunteer Northern Rivers Community Gallery (NRCG)



**Position Title:** Gallery Volunteer

**Reports to:** Gallery Services Officer

**Location:** Northern Rivers Community Gallery  
Corner Cherry and Crane Streets, Ballina NSW 2478

#### ***Time Commitment***

A minimum of two shifts commitment is required per month. An average shift is four and a half hours in duration. There is a mutual three month trial period and a minimum commitment of six months is required. Shifts that are five hours or longer warrant a 30 minute lunch break.

#### ***Overview of the Northern Rivers Community Gallery***

The Northern Rivers Community Gallery (NRCG) is located on the corner of Cherry and Crane Streets, Ballina. We are open 9.00am to 3.00pm Wednesday to Friday, 9.30am to 1.00pm Saturday and Sunday and closed public holidays.

The NRCG provides a professional exhibition space and arts and culture program of events within the Ballina Shire. NRCG also stocks a range of high quality local hand made products for sale through the Gallery shop.

#### ***Corporate Vision and Values***

It is considered highly important that the vision and values of Council's volunteers align with that of Council. It is therefore paramount that our Volunteers demonstrate qualities that will assist Council in achieving the following:

Vision: We are serving the community of today while preparing for the challenges of tomorrow

Community Values: Creative | Accessible | Respectful | Energetic | Safe

#### ***Mission***

To inspire and motivate visitors to the Gallery and promote the Gallery's arts and culture programming. In line with this the Northern Rivers Community Gallery aims to facilitate community participation by developing engaging public programs, liaising with relevant networks and providing quality customer service.

#### ***Definition of a Volunteer***

*'A person who chooses to contribute their time, skills and expertise without financial reward'*

## ***Organisation Relationships***

**Within Department:** Gallery Services Officers  
Gallery Coordinator  
Manager Strategic Planning  
Director – Planning and Environment Division

**Within Council:** Council staff

**External to Council:** Gallery visitors  
Artists  
Members of the public  
Community organisations  
Ballina Shire residents

## ***Accountability***

NRCG Volunteers are committed to providing a highly professional and informative service. They require a strong commitment to customer service and a willingness to enhance their knowledge of arts and culture and Council procedures to assist them in their role. Gallery Volunteers should attempt to exceed customer's expectations when responding to enquiries and processing sales.

## ***Position Outline***

Our Volunteers provide front of house service and are the first point of contact for visitors to the Gallery. Gallery Volunteers must be personable, knowledgeable and/or willing to learn about artists and current exhibitions and enjoy meeting and interacting with people. NRCG Volunteers are integral in promoting gallery programming and are responsible for monitoring and keeping artwork safe while the gallery is open.

Gallery Volunteers may assist with the physical installation of exhibitions and/or special events. This may include packaging of artworks that have been sold during an exhibition, assisting the installation team during bump-in and/or bump-out of exhibitions or providing a meet and greet role at launch events.

## ***Duties & Responsibilities***

- Greet visitors to the Gallery
- Attend to enquiries in person, over phone and via email from internal and external customers in a prompt, professional and courteous manner
- Effectively communicate with exhibitors and visitors to NRCG
- Process gallery sales
- Ability to sell artwork and shop products via the Gallery sales order system
- Provide support to the Gallery Coordinator or as directed by Council staff
- Assist with the reconciliation of sales and receipting
- Ensure all brochures on display are current, appealing and take appropriate action to update where required
- During regular hours and special events ensure the gallery and display areas are clean and visitors to NRCG follow house rules
- Adhere to and assist with the review and monitoring of NRCG policies and procedures
- Project a professional public image by being courteous and dealing effectively with the public
- Undertake surveys and analysis work at Council funded events
- Assist event organisers to coordinate their event being held at NRCG when required.

### ***Selection Criteria***

- Knowledge of or interest in arts and culture
- Experience in the operation of the Microsoft Office suite and relevant technology
- Excellent interpersonal skills, including ability to negotiate and consult through effective written and verbal communication
- The ability to develop practical solutions to daily work issues
- Excellent customer service skills
- Willingness to learn about arts and culture
- Enjoy working as part of a team
- Good eye for detail and ability to develop appealing shop displays, experience working with merchandise.

### ***Application Process***

To register please download and complete a Volunteer Registration Form from the Gallery webpage [www.nrcgballina.com.au](http://www.nrcgballina.com.au) and return to the gallery including a one page resume in person or via email to [nrcg@ballina.nsw.com.au](mailto:nrcg@ballina.nsw.com.au) . Successful applicants will be required to undertake a formal induction. A commencement date will be notified shortly thereafter.

### ***Dress Code***

As a Volunteer at the Gallery reception desk, you are the 'face' of the Gallery. For this reason, during your shifts, please dress in smart casual attire, closed-in shoes preferred (for safety). Volunteer badges are located at Gallery Reception and should be worn during shifts.

### ***Referees***

The names and contacts of at least two professional referees should be supplied. The Council will not contact these referees until the permission of the applicant to proceed has been provided.

### ***Council Details - Envelope must be clearly marked:***

Confidential: Gallery Volunteer – Northern Rivers Community Gallery  
Att: Gallery Services Officer  
Ballina Shire Council  
PO Box 450  
BALLINA NSW 2478

### ***Further Information***

Please contact the Gallery Services Officer – Northern Rivers Community Gallery | telephone: 02 6681 6167 / email: [nrcg@ballina.nsw.gov.au](mailto:nrcg@ballina.nsw.gov.au)