



Visitor Services Coordinator

January 2022

Position Overview

The Visitor Services Coordinator is responsible for day-to-day operations of Belconnen Arts Centre's Reception and Shop, administrative support for the staff team, and ensuring visitors always feel engaged and welcome during their time at Belco Arts, providing a first-rate experience to all.

This is a full-time ongoing position under the direction of the Business & Marketing Manager in order to continually improve visitor experience and customer service. The Visitor Services Coordinator also recruits, develops, rosters and supervises Belco Arts' front of house volunteers.

About Belco Arts

Situated on the shore of Lake Ginninderra in the north of Canberra, Belconnen Arts Centre opened in 2009. It is a multi-arts facility with a 400-seat theatre, a rehearsal room, five gallery spaces, a dance studio, two creative arts workshops, four resident offices and two large foyer spaces. In 2022, the venue will welcome a café operator, completing the precinct and cementing it as the heart of Belconnen. Belco Arts engages with artists, communities and partners through Community Arts and Cultural Development practice, to empower and celebrate our identity, values and stories.

We are an incorporated non-profit association, and a Tax Concession Charity with Deductible Gift Recipient status. We are funded through a multi-year deed of grant through the ACT Government's Key Arts Organisation program, and generate income through arts services, sales, and venue hire.

Belconnen Arts Centre Incorporated has a governing Board of up to 10 members who direct the affairs of the Association, employ the Co-CEOs and provide strategic and policy direction.

Our Purpose

To fuel a love of and engagement in the arts

Our Vision

To be a leader and a powerhouse in all we do

Our Key Objectives

To lead the ACT in Community Arts and Cultural Development
To be an inclusive, progressive and vibrant arts centre
To be the heart and soul of Belconnen

Our Goals

In 2023, Belconnen Arts Centre will be:

1. A proactive leader in CACD Practice
2. A catalyst for positive change through our work with artists, communities and partners
3. A generator of exemplary project design and delivery
4. Recognised by our inclusive, engaging and affirmative brand
5. Led through adaptable, resilient and connected governance
6. A cherished destination that hums with activity
7. What people mean when they talk about Belconnen

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Term

This position is to be delivered on a full-time 38 hour per week basis. The position commences with a probationary period of 6 months then undergoes a performance review and renewal every 12 months, subject to available resources.

Hours of Work

This position will be delivered 7.5 hours per day from Monday-Friday. Occasional after hours or weekend work may be required as agreed.

Wages and Award Classification

The wages paid shall be \$28.49 per hour equal to \$56,296 per annum (38 hours per week), paid fortnightly by direct deposit into a designated bank account. This amount is exclusive of Employer's contribution to superannuation in accordance with the Superannuation Guarantee (Administration) Act. This position is classified in accordance with Grade 7 of the Amusement, Events and Recreation Award 2010.

Key Accountabilities and Job Description

1. Visitor Services

- Provide a friendly and engaging welcome to visitors to Belco Arts.
- As the first point of contact with visitors to Belco Arts, in-person, via phone and email, provide services and information regarding the programs, exhibitions and facilities available.
- Deal with first level enquiries, program interest and issues and, where necessary, competently direct visitors to appropriate sources for further or more detailed information.
- Provide services in the operational areas of ticketing, artwork sales, and processing bookings.
- Support Belco Arts programming and events by performing tasks including the general set-up of spaces, cleaning and tidying, and stocking of supplies.
- Recruitment, rostering and supervision of appropriate volunteers to meet Belco Arts' daily activity needs.
- Maintain the processes for opening, closing and securing the Arts Centre.
- Developing & coordinating Reception operations to improve customer service, administrative and communication processes.
- Assist where required with visitor evaluation projects including data collection and visitor observations.

2. Shop and Exhibitions

- Liaison with artists to confirm item details and pricing, receive items, and return unsold inventory.
- Inventory management and uploading product information to Shopify sales platform.
- Attractive presentation of items for sale and regular restocking of displays.
- Point of sale assistance to customers in person and online.
- Preparing sold items for collection or shipping.
- Administration for in-person and online exhibitions.
- Continually optimising products and the customer experience to increase sales and promote Belco Arts as a supplier of choice for locally made art, in collaboration with artistic program staff.

3. Administration

- Developing & coordinating Visitor Services management using the Artifax venue management software platform.

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- Fulfilling general administration tasks including inventory management, production of catalogues and room sheets, sales reconciliation, mail collection, cleaning and tidying, and maintaining operational and office consumables.
- Adhere to Belconnen Arts Centre policies regarding safety, access, reporting, delegations, use of equipment, IT resources, and conduct.

4. Human Resources

- Leading in the development of fellow staff, volunteers, clients and service providers through consistent exemplary personal behavior and by providing formal induction, training, supervision, mentoring and development.
- Provide direction and guidance to others where required.
- Contribute to maintaining effective staff communication across the organisation.
- Adherence to work safety and emergency control systems to ensure a safe environment for Belconnen Arts Centre's staff, volunteers, visitors, clients and service providers, and acting as First Aid Officer and Fire Warden in management of any incidents or emergencies.
- Assuming additional responsibilities when required or in the absence of the Business & Marketing Manager.

Selection Criteria

1. Experience in retail, hospitality and/or administration, with demonstrated ability to provide high quality customer service to a broad range of stakeholders and audiences.
2. Demonstrated ability in use of Microsoft Office Suite (specifically Excel, Outlook and Teams), and confidence in learning and using ticketing, venue and information management systems.
3. High-level written and verbal communication skills, with ability to respond calmly and positively in a demanding environment.
4. High-level organisational skills, initiative, consistency, with ability to work to deadlines, problem-solve and autonomously manage tasks.
5. Demonstrated teamwork and understanding of, and commitment to, the principles of workplace diversity, participative work practices, risk management and staff development and training.

Additional

Working with Vulnerable People registration, or ability to acquire one, is essential.
First Aid certificate is desirable.

How to apply

Send a max. 2 page cover letter that addresses the selection criteria (you do not need to address each criterion separately), and an up-to-date copy of your CV (no more than 4 pages), to Business and Marketing Manager, Skye Rutherford, at skye@belcoarts.com.au by **midnight Thursday 20 January 2022**.

Interviews and start date

Interviews will be held at Belconnen Arts Centre, 118 Emu Bank, Belconnen (or remotely if required) on Thursday 27 January 2022. The successful applicant will commence from Monday 31 January 2022, or by arrangement.