



Position Description – Front of House Assistant

Position Details

Position Title:	Front of House Assistant
Position Number:	NEW
College/Portfolio:	Design and Social Context
School/Group:	RMIT Culture
Campus Location:	Based at the CBD campus, but may be required to work and/or be based at other campuses of the University.
Classification:	HEW 2
Employment Type:	Casual
Time Fraction:	Casual

RMIT University

RMIT is a leading multi-sector university of technology, design and enterprise with more than 91,000 students and 11,000 staff globally. We offer postgraduate, undergraduate, vocational education and online programs to provide students with a variety of work-relevant pathways.

Our purpose is to offer life-changing experiences for our students, and to help shape the world with research, innovation, teaching and industry engagement. With strong industry connections forged over 130 years, collaboration with industry remains integral to RMIT's leadership in education, applied and innovative research, and to the development of highly skilled, globally-focused graduates.

With three campuses in Melbourne (Central Business District, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia, Sri Lanka, Belgium, Germany, Austria and The Netherlands, and enjoys research and industry partnerships on every continent.

We are also committed to redefining our relationship in working with and supporting Aboriginal self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation

We're proud to share with you:

- The launch of our second [Reconciliation Plan for Dhumbah Goorowa– a “commitment to share” - an important step in our reconciliation journey.](#)
- RMIT University is an **Athena SWAN** member with Bronze Award accreditation and the College of Science, Engineering and Health is central to driving improvements in gender equality, diversity

and inclusion, particularly in the Science, Technology, Engineering, Mathematics and Medicine (STEMM) disciplines.

- RMIT was placed **10th in the 2019 Randstad Employer Brand Research Awards**, up five spots from 2018.
- We were named as an **Employer of Choice for Gender Equality** by the Workplace Gender Equality Agency three years in a row!
- We achieved **Gold Employer status for LGBTIQ** inclusion in the Australian Workplace Equality Index (AWEI) in 2018, 2019 and 2020.
- We were recognised as a **top five employer in 2018 for workplace accessibility** by the Australian Network on Disability and awarded with **Disability Confident Recruiter Accreditation** in 2020.
- In 2020, RMIT University has become the first Australian institution to receive the **HR Excellence in Research Award**, recognized by the European Commission.

RMIT Standings in university rankings

We are ranked **#1 in the world** for our efforts to reduce inequality in the Times Higher Education (THE) Impact Rankings 2020.

RMIT has a deep commitment to innovation, research and teaching, we are a 5-Star university under the QS Stars international evaluation system and are **223rd globally in QS World University Rankings 2021** (moved up 15 places compared to 238th last year), being also 18th in the world among universities less than 50 years old (2014 QS Top 50 Under 50 index). Additionally:

- In the 2020 QS World University Rankings by Subject, RMIT was positioned 11th in the world (highest ranked in Australia) in Art and Design, 22nd in the world (fourth highest in Australia) in Architecture and the Built Environment, and 37th in Media and Communications. We are also among the world's top 100 universities in Engineering (Civil and Structural; Electrical and Electronic; and Mechanical, Mechanical, Aeronautical and Manufacturing); Accounting and Finance; and Business and Management Studies).
- In the 2020 QS Rankings by Subject, RMIT was ranked 11th in the world and number one in the Asia Pacific for Art and Design, and 26th in Architecture and the Built Environment. RMIT is also among the world's top 100 universities in Engineering (Civil and Structural; Electrical and Electronic; and Computer Science and Information Systems); Accounting and Finance; Business and Management Studies; and Communication and Media Studies. The 2018 Shanghai Ranking's Global Ranking of Academic Subjects highlighted RMIT's strength in Engineering and Technology in particular.
- In the specialised rankings, RMIT is ranked 77th in the QS Graduate Employability Rankings 2020 and 82nd in the inaugural Times Higher Education University Impact Rankings 2019.
- RMIT has moved up 51 places in the 2021 Times Higher Education World University Rankings, strengthening its reputation as a leading global university. The University has leapt more than 150 places since 2015 and is now ranked in the **top 301-350 band**.
- RMIT continued its strong performance in the 2020 CWTS Leiden Ranking, which ranks the world's top research-intensive universities, moving up 21 places to be ranked **293rd globally** on proportion of international publications, and **ranking 225th** on proportion of top 5% publications, up 120 places from 2019.

For more information, visit www.rmit.edu.au/about

The College of Design and Social Context (DSC)

The College of Design and Social Context encompasses RMIT University's renowned art, architecture, design, built environment, communication, and social science disciplines. The college has 24,500 students and over 1,000 staff.

The College's academic programs are generally market leaders and in high demand. Based on a strong foundation of practise led, industry partnered teaching and research, we aim to deliver skilled graduates with a deep sense of purpose, and high impact research and innovation.

For more information see www.rmit.edu.au/dsc

[RMIT Culture](#) unites the university's public cultural spaces, creative programs and art, film and design collections, providing opportunities to engage creatively, as well as supporting RMIT's learning and teaching activities, and disseminating its research.

There are many ways that the whole community, as well as RMIT staff, students, industry and research partners, can engage with RMIT Culture – including dynamic programs of exhibitions, conversations, performances and publications, film screenings, online resources, research and creative development opportunities.

Our teams manage the university's venues and cultural programs (The Capitol, the Situate residency program, Lightscares public art project, Speaker lecture series and literary arts projects, such as the Salon Series and McCraith House Residency Program); Galleries (RMIT Design Hub Gallery, RMIT Gallery, Project Space, Spare Room, First Site Student Gallery and Site Eight); and Collections (RMIT Design Archives, AFI Research Collection, RMIT Art Collection).

By showcasing and expanding RMIT's cultural assets through new initiatives and vibrant partnered projects, RMIT Culture strengthens RMIT's position as a leading university for enterprise, design and innovation.

Position Summary

The Front of House Assistant supports the day-to-day running of RMIT Culture's exhibition spaces (including RMIT Gallery, PROJECT SPACE, First Site and RMIT Design Hub Gallery). This position is responsible for invigilating the spaces and also performing a range of front-of-house and administrative services, such as reception duties, visitor services, basic administration and event assistance.

Reporting Line

Reports to: Exhibition Officer, RMIT Culture

Direct reports: Nil

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Act as a representative of RMIT Culture venue, creating an exceptional and inclusive visitor experience and consistently providing professional, courteous and informative customer service to patrons, contractors, partners and staff. This includes attending to all in-person, telephone and email enquiries and providing general assistance and accurate information about RMIT's Galleries, RMIT Culture and its programs.
- Effectively invigilating gallery spaces by assisting with setting up and closing down gallery spaces and exhibitions for daily viewing, ensuring the safety of artworks in the exhibitions and accurately recording daily gallery attendance.

- Assist with administrative and reception duties including filing, collating exhibition reports, stock taking and sales assistance, as well as assisting with gallery event bookings and activity associated with exhibitions and tours.
- Assist at opening nights, related events and public programs with event set up and pack down, enquiries, registration, cloaking, food and beverage services, and ushering and crowd management tasks. This includes ensuring compliance in all aspects of the Responsible Service of Alcohol requirements of the Victorian Commission for Gambling and Liquor Regulation.
- Work across multiple gallery locations, weekends and after hours as required.
- Other event and front of house related tasks and duties as required and directed.

Key Selection Criteria

1. Demonstrated commitment to and interest in contemporary visual culture.
2. Demonstrated understanding of and commitment to a high level of visitor service.
3. Demonstrated interest in and commitment to diversity, access and inclusion practices within an arts and cultural context.
4. Excellent written and verbal communication skills.
5. Proven ability to work independently as well as part of a team.
6. Proven ability to understand and follow instructions regarding tasks.
7. Ability to work outside of hours as required (such as at exhibition openings, weekends and events).

Qualifications

Preferred: Demonstrated experience in a gallery environment or enrolment in or partial completion of a relevant tertiary program, valid Responsible Service of Alcohol (RSA).

Note: Appointment to this position is subject to passing a Working with Children check.

Endorsed:	Signature: Name: Title: Date:	Approved:	Signature: Name: Title: Date:
------------------	--	------------------	--