



Position Description – Gallery Attendant

Position Details

Position Title:	Gallery Attendant
Position Number:	NEW
College/Portfolio:	Policy, Strategy and Impact (PSI)
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

Portfolio

The Policy, Strategy and Impact (PSI) Portfolio provides focus and momentum for the projects and priorities that were identified in Ready for Life and Work: RMIT's Strategic Plan, developed in 2015.

PSI works to support and advance the implementation of RMIT's strategic priorities, including through public policy and government relations, strategy projects, innovative partnerships, and capability development.

PSI includes diverse teams such as the Office of the Vice-Chancellor, the Ngarara Willim Centre, the Australian APEC Study Centre, Workforce Innovation and Development Institute, the Health Transformation Lab and the Centre for Innovative Justice.

The portfolio works as a network of collaborative and inclusive teams, working to develop and extend an 'impact ecosystem' of relationships and partnerships across and beyond the university. PSI teams provide a distinctive set of evidence-driven, innovation, public policy and community engagement expertise.

Group

RMIT Culture

RMIT University is custodian of a comprehensive range of historic, new and specialist spaces and entities in the heart of Melbourne, across its northern suburbs and international campuses. RMIT University generates an environment of creating, challenging and sharing knowledge by activating investigation and knowledge through teaching and research, apply new thinking and technologies and prioritise openness for the benefit of RMIT students and staff, industry and community sectors.

RMIT Culture has broad responsibility to oversee RMIT University's cultural and publicly engaged sites and collections, and support the connection across teaching and research, partners, and audience through the delivery of public engagement.

RMIT Culture comprises the areas of specialisation across Galleries, Design and Innovation, Collections and Archives and Screen and Media that incorporates publicly engaged entities, precincts, spaces, collections, including academic and student galleries, science and technology showcases, and enterprise engagement.

Position Summary

The Gallery Attendant supports the day-to-day running of RMIT Culture's exhibition spaces (including RMIT Gallery, First Site and RMIT Design Hub Gallery). This position is responsible for invigilating the spaces and 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: Engagement Coordinator – Galleries, 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, 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:
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