



NATIONAL TRUST OF AUSTRALIA (NSW) POSITION DESCRIPTION

Title: Gallery Assistant, S H Ervin Gallery
Location: National Trust Centre, Observatory Hill, The Rocks, Sydney
Hours of Work: Casual, weekend days 9.30-5.30pm
Other times as required
Reporting to: Director, S H Ervin Gallery
Department: Galleries

The Organisation

The National Trust of Australia (New South Wales) is Australia's leading heritage conservation organisation, a not-for-profit, community based charity in operation for more than 75 years. Our vision is to bring the heritage of New South Wales to life for future generations through advocating for the conservation and protection of our built, cultural and natural heritage.

The S.H.Ervin Gallery is a prestigious public art gallery located on Sydney's Observatory Hill. The gallery hosts changing exhibitions throughout the year, including major travelling exhibitions, and popular annual shows such as the Salon des Refusés and the Portia Geach Memorial Award for women artists.

GOALS

In liaison with the Gallery Director, the Gallery Assistant ensures that the S H Ervin Gallery is effectively managed on the weekends and for after-hours functions (if required). The Gallery Assistant will supervise the volunteer personnel, assist with front of house procedures, care for the works on exhibition and assist with other tasks as required. The Gallery Assistant will ensure that exhibitions and any events are presented to the National Trust members and the public in a manner appropriate to the Gallery's status as a premier public art gallery and National Trust property.

KEY RESPONSIBILITIES

Weekend

- Deactivate the security system and prepare the Gallery for the day by turning on the lights and checking the exhibition space for cleanliness and presentation to the public.
- Unlock the safe and organise the daily float for the Gallery cash register
- Greet volunteers and brief them on the exhibition and any changes to their role since their last duty.
- Assist with the operation of cash terminal for admission fees, bookshop and art sales as required.
- Maintain Gallery entrance area and exhibition space.

- Assist with administrative tasks such as cataloguing, filing, mail outs, photocopying, preparation of documents, stocktaking, pricing, arrangement of stock and ensuring the bookshop is clean and orderly.
- Assist with visitor and volunteer enquiries and provide additional information as required.
- Contact the police, fire brigade, Security Company, caretaker and Gallery Director in the event of an emergency.
- Understand the background of each exhibition and history of the Gallery and NTC buildings to assist with public enquiries.
- Promote positive image of the National Trust to the members of the public through professional standards of personal presentation and through the provision of services and/or advice in a courteous and efficient manner.
- Complete all end of day procedures – cashing up and placing takings and float into the safe and noting any problems encountered.
- Ensure that all doors and egresses are secured and activate alarm system at the end of the day.
- Perform other duties as required, provided such duties are within the limits of the position occupant's skill, confidence and training.

After-Hours

- Supervise the set-up, running, and load out of any event being held in the Gallery.
- Follow procedures designed to ensure that all events in the Gallery are carried out in such a way so as to protect both the safety of visitors and the safety of works and objects in the Gallery's care.
- Ensure that all doors and egresses are secured and activate alarm system at the end of the day.
- Perform other duties as required, provided such duties are within the limits of the position occupant's skill, confidence and training.

KEY INTERACTION POINTS

- Gallery Director
- Gallery staff
- Volunteers
- Venue Hirers
- Café staff

SELECTION CRITERIA

Essential Qualifications

- Experience in administration and retail.
- POS operation.
- Demonstrated ability with volunteers and/or supervisory role.
- Experience in a Gallery or museum environment.

- Knowledge of Australian art
- Working with Children Check

Desirable Qualifications

- First Aid Certificate (or willingness to gain)
- Proficiency in MS Office (Word, Powerpoint)
- Experience in using graphic design software such as InDesign

KEY RESULT AREAS

Resilience and Courage

- Be open, honest and respectful in dealing with all stakeholders
- Remain calm under pressure and in challenging situations
- Strong interpersonal, negotiation, communication and liaison skills required
- Strong prioritising, time management, organisation and planning skills required

Act with Integrity

- Represent the organisation in an honest, ethical and professional way and encourage others to do so

Value Diversity and Inclusion

- Show respect for diverse backgrounds, experiences and perspectives

Communicate Effectively

- Communicate concisely and clearly with all stakeholders, volunteers, National Trust staff, community groups as required and maintain the goodwill of volunteers and the broader community

Work Collaboratively

- Collaborate with others and value their unique contribution
- Build a culture of respect and understanding across the organisation
- Recognise outcomes which resulted from effective collaboration between teams

Technology

- Working knowledge of the main POS and office software applications used by the National Trust including VEND (or similar), Microsoft Word, Excel and PowerPoint

Finance

- Understand and apply financial processes to assist volunteers to undertake financial transactions effectively and minimise financial risk at properties
- Accurate and relevant information on finance and risk is provided to the Property Manager to enable effective decision making

Think and Solve Problems

- Think, analyse and consider the broader context in which the National Trust operates in regional areas and nationally to develop practical solutions to everyday issues at the Property

Inspire Direction and Purpose

- Build a shared sense of direction with volunteers, clarifying priorities and goals and inspiring others to achieve them

Project Management

- Coordination, management and project delivery of ad hoc projects as required by the Property Manager

Optimise Business Outcomes

- Manage resources effectively
- Ensure volunteers have the appropriate skill sets required to operate effectively at the property including training or mentoring

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. Following consultation, the aspects mentioned above may be altered in accordance with the changing requirements of the role.

Approval Date: Sept 2025