
Visitor Services Volunteer



Position Description

Reports to	Visitor Services and Volunteer Program Manager
Department	Visitor Services
Salary	Volunteer Role
Term	Ongoing

About Heide

Heide Museum of Modern Art (Heide) is a public art museum and sculpture park located in Bulleen, Victoria. Heide offers an inspiring, educational and thought-provoking experience of modern and contemporary art, architecture, social history and gardens.

About Visitor Services

Heide's Visitor Services Team provide a welcoming and informative experience for all visitors to Heide. Visitor Services Volunteers will assist staff in Heide's daily frontline operation by sharing information about exhibitions, admissions, wayfinding and memberships. Our Visitor Services Volunteers also help ensure the safety and security of visitors and artworks.

Duties

Customer Service

1. Provide friendly and comprehensive information to visitors covering:
 - Current exhibitions and events
 - Heide history, gardens and architecture
 - Public and education programs
 - Heide Shop, Cafe and Membership
 - Emergency information
2. Assist in the presentation of the museum's public spaces to the highest standards

Security and Safety

1. Maintain awareness to protect the safety and security of:
 - Visitors and staff
 - Works of art
2. In the event of an emergency, assist with the museum's emergency response procedures.

Occupational Health and Safety (OHS)

1. Take reasonable care to maintain your own health and safety and that of other volunteers, staff, visitors and contractors
2. Comply with all safe work practices and procedures that are adopted, developed, designed or otherwise implemented at the workplace and not interfere with or damage safety related equipment
3. Report all hazards, incidents, accidents and near misses directly to your supervisor or through the hazard and incident reporting system

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Position Description

Events

Assist with museum events during and outside normal business hours

Ongoing training Participate in ongoing training in the form of exhibition briefings, fact sheets and other exhibition information, and other training opportunities

About you To achieve the purpose of the position, the following attributes are required:

- A friendly and approachable manner with confident communication skills and an interest in engaging with the public
- Ability to work with minimum supervision and in a team environment
- Basic computer skills including access to the internet
- An appreciation for cultural diversity and an ability to work with people from diverse backgrounds
- The capacity to provide an ongoing commitment of one 3.5 hour shift per fortnight. Shifts are Tuesday to Sunday 10:00am – 1:30pm or 1:30pm – 5:00pm.

Other relevant information

- A minimum commitment of 2 years is preferred
 - Information regarding Visitor Services shifts, exhibition briefings, newsletters, etc. will be via email and Better Impact
 - Training will be provided via induction, on the job and in ongoing sessions
 - The successful applicant will be required to undergo a Victoria Police issued National Police check at the expense of the museum
 - Heide is an equal opportunity employer, committed to building a diverse and inclusive workplace that is respectful and supports creativity and innovation. We encourage applications from First Nations people, people of culturally diverse backgrounds, people with disabilities, and people from the LGBTIQ+ community, and provide a working environment that prioritises Cultural Safety. If you need assistance with this application due to a disability, please contact us at employment@heide.com.au or 03 9850 1500.
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