

Position Description:

Front of House/Gallery Invigilator

(Volunteer Program)

Lion Arts Centre
North Terrace
(West End)
Kaurna Yarta
Adelaide SA 5000

ACE

Position Description

About the ACE Volunteer Front of House/Gallery Invigilator role

Our annual Volunteer Program consists of a small cohort of committed volunteers who each commit fortnightly to a 3 hour shift as Front of House / Gallery Invigilators. This is a public facing role requiring volunteers to welcome visitors and confidently engage with the general public to answer questions about ACE, our exhibition program and exhibiting artists. Volunteers work independently downstairs and have access to a computer to work on their own projects, or to tend to delegated tasks, such as retail management and POS.

ACE volunteers may also be engaged in training opportunities (e.g. cultural awareness, diversity and inclusion) and public programs assistance.

ACE Volunteers are integral to the gallery's operations and are all valued members of ACE's community. Volunteers are encouraged to attend our openings, public programs and other special events, including an end of year social get together.

This volunteer role is structured to support participants for a one-year duration between February and December. If you have any concerns about this level of consistent commitment (e.g. travel plans), please provide details at the time of submitting your EOI.

The Volunteer Program is coordinated by the Public Programs & Volunteer Coordinator Grace Marlow. The Executive Director Louise Dunn oversees the Program.

Key duties and responsibilities

- ↗ Welcome and engage with ACE audience members
- ↗ Manage general queries from the public about ACE and our current exhibition
- ↗ Alert audience members to guidelines around navigating the gallery, including the accommodation of diverse access needs and ensuring artworks are not touched (where appropriate)
- ↗ Manage the sale of ACE merchandise
- ↗ Keep informed of ACE's current exhibition program and upcoming public programs
- ↗ Treat all audience members, volunteer peers and staff respectfully
- ↗ Be punctual and reliable to shifts, as well as provide advance notice if unable to attend

Optional duties – Access (inside usual shift hours)

- ↗ Assist with writing image descriptions and other access features

Optional duties – Public Programs (outside usual shift hours)

- ↗ Assist with counting attendance numbers
- ↗ Assist with greeting general public and answering queries about event schedules
- ↗ Gain experience in basic event production, such as setting up Tech/AV

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Additionally you will receive

- ↗ Discounts on ACE merchandise
- ↗ Free drink vouchers at ACE events
- ↗ Option to attend training sessions alongside ACE staff (e.g. cultural awareness, diversity and inclusion)
- ↗ 1 year ACE Associates membership
- ↗ Option to participate in cohort-driven, ACE-supported social activities

As a volunteer you will

- ↗ Be briefed on your rights and responsibilities as a volunteer
- ↗ Be briefed on ACE's commitment to access and anti-discriminatory behaviour, and act in accordance with this
- ↗ Receive adequate training to perform the duties asked of you
- ↗ Be treated as a valued and integral member of ACE's team
- ↗ Be provided with a safe workplace and environment
- ↗ Have public transport costs or parking costs to and from your volunteer shifts reimbursed