POSITION DESCRIPTION

Position Title: Engagement and Training Officer
Organisation Unit: UQ Art Museum
Position Number:
Type of Employment: Continuing, Full-time
Classification: Hew Level 6

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (42), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). Excluding the award component, UQ is now ranked 45th in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $1.75 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.

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UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The University of Queensland Art Museum (UQ Art Museum) is located in the James and Mary Emelia Mayne Centre on The University of Queensland’s St Lucia campus, and is recognised as one of the nation’s most significant university art museums. Through an active range of exhibitions, public programs and publications, the Art Museum seeks to engage with the University and broader community, and welcomes a diverse audience.

The University of Queensland began collecting art in the early 1940s and is now home to one of the largest public art collections in Queensland. As custodian of the Collection, the Art Museum is charged with acquiring, preserving and presenting Australian art, with a particular emphasis on Queensland art. The Art Museum has an active program to purchase innovative contemporary art, while historic works of art enter the Collection primarily through gifts and bequests. A dialogue with local and global perspectives, creative practice and critical discourse is explored through exhibitions and educational programs.

A key aim of the UQ Art Museum is to foster critical enquiry, enjoyment and appreciation of art and visual culture. We aim to stimulate debate and dialogue across all UQ disciplines, to encourage participation by diverse audiences, and to enhance the campus experience of UQ students. We are committed to providing UQ students with professional skills and practical training in art museum management.

Information about The UQ Art Museum may be accessed on the museum’s web site at http://www.artmuseum.uq.edu.au/index.html

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

This Engagement and Training Officer is responsible to the visitors of the Art Museum with the key focus being delivering positive and educational experiences by having oversight of all visitor-oriented services. The position schedules, manages and facilitates events that engage the Art Museum with its audiences. It is responsible for recruiting, orienting, training and overseeing all student and casual employees, interns and tertiary work experience students at the UQ Art Museum, some of whom will work with the position to assist it to fulfil its responsibilities. Out of hours work will be required.
**Duties**

Duties and responsibilities include, but are not limited to:

- Conceiving, implementing and managing all systems associated with visitor education and artwork security, in accordance with Art Museum mission and engagement principles. This includes:
  - Recruiting and training staff to respond to telephone and face-to-face enquiries in a responsive and friendly manner;
  - Overseeing the ‘look and feel’ of the Art Museum’s visitor-facing areas;
  - Overseeing procedures that lead to the protection of artworks
- Collaborate with internal and external stakeholders to design and facilitate effective internship, scholarship and work experience opportunities and outcomes for UQ students and mentor the successful applicants in their work
- Train and supervise visitor services staff to ensure the highest levels of professional fulfilment and visitor satisfaction
- Actively promote the UQ Art Museum as a space for hire and work to increase number of venue bookings
- Conceive, implement and manage effective methods and systems to ensure that all space and facility bookings are received and executed in an effective manner focusing on client satisfaction within the limits of Art Museum security, environmental conditions and public and artwork safety
- Coordinate and manage the requirements for all UQ Art Museum exhibition openings, outreach and learning events, including UQ Open Days
- Manage the UQ Art Museum’s invitation database
- Lead and coordinate the Art Museum’s emergency response, first aid and WH&S procedures and training

**Other**

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- the [University’s Code of Conduct](#)
- requirements of the Queensland occupational health and safety (OH&S) legislation and related [OH&S responsibilities and procedures](#) developed by the University or Institute/School
- the adoption of sustainable practices in all work activities and compliance with associated legislation and related University [sustainability responsibilities and procedures](#)
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related [responsibilities and procedures](#) developed by the University

**Organisational Relationships**

The position reports to the Associate Director, UQ Art Museum. The position supervises casual staff, scholarship holders, interns and other student placements. The position works closely with the Education and Public Programs Officer.
SELECTION CRITERIA

Essential

- A recognised tertiary qualification in Art History or Visual Arts and/or at least three years’ experience in curatorial and/or an education, training or administrative capacity in an art museum.
- High-level knowledge of Australian art history and contemporary art.
- Demonstrated ability to train, lead and motivate a high performing team. Ability to provide the intellectual, creative and operational direction required to develop, plan and present a diverse range of internal information and training programs in an art museum context.
- Excellent interpersonal skills including the ability to communicate effectively and build rapport with students, guests, clients and staff by telephone, email and in person.
- Demonstrated ability to proactively prioritise own workload, manage projects through to completion with meticulous attention to detail, work independently and meet deadlines.
- Proven experience working autonomously from, as well as collaboratively with, a wider team.

Desirable

- An Honours or post-graduate qualification in a discipline relevant to the role.
- Demonstrated knowledge of Front of House and administrative practices and procedures within an art museum or cultural environment.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

This role is a full-time position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to central-hr-advisory@uq.edu.au