



Position profile

Position information

Classification	APS Level 1
Position title	Gallery Assistant
Division	Questacon
Branch	Operations
Section	Centres
Location	Canberra, ACT
Security classification	N/A
Other requirements	<ul style="list-style-type: none"> • Police check • Working with vulnerable people check

Why join our team?

At Questacon, we strive to promote greater understanding and awareness of science and technology within the community. We're committed to making that experience fun, interactive, and relevant. Our objective is to raise science awareness through a range of engaging and educational science and technology experiences. We achieve this by delivering a vibrant centre, with well targeted exhibitions, programmes and activities, underpinned by excellent customer service.

What we're looking for

- Enthusiastic, team-oriented individuals with experience in proactively engaging in quality customer service.
- People with a passion for science who can lead, engage and inspire our visitors on their exploration of exhibits using enquiry based learning, by providing high-quality science communication within our galleries.
- The availability to undertake shift work, with hours varying between 8.30am and 9.00pm over a 7-day roster.
- Ability to wear and maintain your own Questacon uniform.

The impact you'll have

- Visitors to the centre will feel welcome, engaged and informed in/of Questacon's programs and initiatives
- Visitors in the galleries will feel encouraged and be engaged by the range of exhibits (some galleries may require continuous movement throughout spaces)
- The use of the exhibits will be operated and communicated (some exhibits may require physical activity such as lifting, bending, pulling, twisting, movement of objects)
- The public's safety will be maintained, as you will implement emergency and security procedures, as required
- Your professionalism will ensure the APS Values and Code of Conduct, Questacon Capability Framework and Standard Operating Procedures are adhered to.

Responsibilities

The Gallery Assistant is responsible for:

- Creating an engaging, interactive and entertaining experience for our visitors by delivering consistently excellent levels of customer service.
- Leading, engaging and inspiring our visitors on their exploration of exhibits using enquiry based learning, by providing high-quality science communication within our galleries.
- Demonstrating the ability to tailor and adapt science concepts, communication styles and deliver Questacon's programs in unique ways to align with our visitor diversity.
- Proactively engaging in self-development opportunities to encourage knowledge growth.
- Assisting in maintaining Questacon galleries to a high standard ensuring all exhibits are clean and in working order, signage maintained and galleries are visually appealing.
- Ensuring the protection and safety of staff, public and exhibits through monitoring of Workplace Health & Safety practices.
- Displaying professionalism and foresight at all times and having the capacity and willingness to escalate issues as required.
- Other duties as directed by supervisor.

Sound like you? Apply now!

You are required to complete your application online.

In no more than 750 words, provide a pitch explaining how your skills, knowledge and experience will be relevant to this role and why you are the best candidate for the position. You should try and align your application to the job description.

You are also required to provide your current CV with your application. (CVs must be in .doc, .docx, or .pdf format).

Learn more about Questacon

Check out the links on the left-hand side of the page for more useful information about a career with the Department of Industry, Science, Energy and Resources.

Contact information

For more information regarding this opportunity, please email recruitment@industry.gov.au.