

Visitor Experience Volunteer (VX Volunteer)

Position Type	Volunteer
Duration	In agreement with the participating volunteer, an initial 6 month period
Team & Unit	Visitor Experience; Experience & Engagement
Reports to	VX Supervisors
Further information	In agreement with the participating volunteer, scheduled on a weekly (weekday) or fortnight (weekends) basis for approximately 3.5 – 4.5 hours
Position Purpose	
<p>The Visitor Experience team at ACMI is passionate about what we do and takes pride in engaging visitors with the exciting and diverse range of programming on offer. We are “people people” who bring a positive and energetic approach to our roles.</p> <p>In June, ACMI will open <i>Light: Works from Tate’s Collection</i>, an exhibition curated by Tate in the UK and drawn from their prestigious collection. The exhibition celebrates ground-breaking moments from over 200 years of art history, and the artists who harnessed this elemental force through painting, photography, sculpture, drawing, installation and the moving image. The Visitor Experience (VX) team will play an integral role in engaging with visitors to this once-in-a-lifetime exhibition, while invigilating these rare and important artworks.</p> <p>The Visitor Experience (VX) team is responsible for operational delivery across ACMI’s broad sweep of public facing programs and is divided into three workgroups – Front of House, Ticketing and Retail. ACMI’s large Volunteer Program also sits within the VX team, and volunteers work closely with VX Guides on a day-to-day basis.</p> <p>VX Volunteers scheduled on weekdays also work closely with the Education team. The Education team, within the Public, Education and Industry Programs unit, aims to create knowledgeable, passionate and critically aware audiences and creators by increasing access to diverse and appropriate screen, digital and media literacy content and experiences.</p> <p>Reporting directly to a team of VX Supervisors, VX Volunteers assist with gallery invigilation, the delivery of talks, tours and introductions to visiting groups as required, ushering, and the provision of a consistently exceptional visitor experience. From time to time, VX Volunteers may be invited to assist in other areas of ACMI.</p>	
Key Accountabilities	
<ol style="list-style-type: none"> 1. Assist in providing excellence in customer service and demonstrate ACMI’s values, proactively and with genuine enthusiasm, ensuring a consistently first-rate experience for all visitors to ACMI 2. Embody the ACMI Brand in your engagement with our visitors; meet and greet school groups, deliver introductions, talks and tours of the exhibitions, as required. 3. Engage with visitors to ACMI to assist in providing guidance and information regarding 	

programs, exhibitions and facilities available to ensure a consistent, positive and enjoyable experience for all visitors.

4. Assist in actively promoting ACMI's offers, provide assistance and information to visitors relating to memberships and tickets.
5. Generously assist visitors with first level enquiries and issues and, where necessary, competently direct visitors to various resources for further information.
6. Follow OH&S and security measures.
7. Assist visitors with a range of needs.

Ideal Person Profile

1. Experience in assisting to deliver high quality customer service with a focus on front of house operations.
2. Well-developed communication and interpersonal skills, with the ability to engage members of the public and education audiences by presenting a working knowledge of exhibition concepts to enhance the visitor experience.
3. Ability to deliver talks and tours to groups including school groups.
4. Ability to work flexibly and collaboratively in a diverse visitor experience team, together with the capacity to learn and apply new skills, processes and procedures.
5. Ability to operate calmly and effectively in an environment of high visitor volumes, while following OH&S and security procedures.
6. Ability to provide an energetic and proactive service to visitors.

Specific position requirements

- Applicants are required to be 18 years or older
- Complete a Volunteer Application form
- Applicants who are selected from the online application form process are required to:
 - Attend a Group Interview (or similar meeting)
 - Complete a Volunteer Agreement
 - Obtain or update a Working with Children Check
 - Attend Orientation Training including Child Safety training
 - Participate in Visitor Experience Volunteer training modules
 - Complete a volunteer first day induction checklist
- Ongoing training as required to carry out the role
- An ability to speak language/s in addition to English would be beneficial

Benefits to volunteers

- Being part of ACMI and contributing to the community
- Gaining a range of experience in a cultural organisation
- ACMI Membership
- Complimentary access to ACMI programmed film screenings
- Ongoing Training and Development
- Recognition rewards at hours milestones and for special achievement
- Previews of exhibitions and special events at ACMI
- Volunteer events throughout the year including National Volunteer Week and International Volunteer Day

- Seasonal and other engagement opportunities as they arise

Key Stakeholders

Internal	VX Supervisors; Experience, Product & Digital team; Brand & Marketing; Festival and Events team; Education Programs and other programming areas
External	General Public Visitors, Primary and Secondary Schools, Universities

ACMI is a child safe workplace and actively promotes the safety, wellbeing and inclusion of all children from all backgrounds. ACMI is committed to equal opportunity and building an inclusive workplace that supports diverse thinking and innovation. ACMI encourages applications from First Nations People, people of culturally diverse backgrounds, people with disabilities, people from the LGBTIQA+ community and all sectors of the community. Please contact us at volunteers@acmi.net.au or 8663 2414 to discuss making adjustments to the recruitment process for your accessibility requirements.

For on-site roles the successful candidate will need to provide their vaccination information in accordance with the government's Mandatory Vaccination Directions. Please speak to us if you have any questions about this based on your individual circumstances.