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Front of House Volunteers:

Organisation: Centre for Contemporary Photography (CCP)

Employment Type: Volunteer

Location: Centre for Contemporary Photography
404 George Street
Fitzroy VIC 3065

Hours: 4-6 hours per week
11 am – 5 pm, Wed – Fri
12 pm – 5 pm, Sat – Sun
Regular Front of House Volunteers undertake 1 shift per week
throughout the exhibition calendar

Position Description:

Front of House Volunteers act as the first point of contact for all visitors to CCP, and essentially perform a skilled role without which CCP would not be able to operate on a daily basis.

For this reason CCP requires volunteers with excellent interpersonal and communication abilities, good customer service skills, a high attention to detail, knowledge of and interest in contemporary photography and art, as well as the confidence to represent CCP to the public in a professional and friendly manner.

Principle Duties:

- Welcoming and engaging with gallery visitors
- Accurately recording visitor attendance
- Answering and redirecting phone calls and taking messages when necessary
- Managing and responding to emails
- Accurately responding to visitor, email and telephone enquiries
- Processing sales from the CCP x Perimeter bookshop
- Accurately processing sales
- Facilitating bookings for weekend photography courses and membership payments
- Administering visitor surveys

- Assisting with social media postings of events and exhibition openings at both CCP and other arts organisations
- General administration tasks
- Ensuring that the gallery and CCPxPerimeter shop is clean and tidy at all times
- Invigilating exhibition spaces and monitoring the bookshop

As CCP evolves to meet the changing needs of its strategic objectives, so will the roles required of its volunteers. Volunteers should be aware that this document is not intended to represent the full scope of the role.

Requirements:

Front of House Volunteers are required to answer visitor enquiries regarding exhibitions and must be able to talk about the works and artists in a knowledgeable manner. It is therefore important that they attend on-going training, seek information from staff, and carry out their own research during their shift.

Organisational Relationships:

Internal:

- Front of House Volunteers report directly to the Gallery Manager or Assistant Gallery Manager.
- Provide support to CCP staff including the Director, General Manager, Curator, Program Manager, and Design and Communications Coordinators.

External:

- Provide excellent customer service to all visitors and external stakeholders

Applications:

To apply please complete the online volunteer form on CCP's website:

<http://www.ccp.org.au/about/volunteer>

Enquires:

Please direct all enquiries to the Gallery Manager, Sarah McKechnie, at sarah@ccp.org.au