

Membership Services Officer – Position Description

Part-time (0.4 FTE), 15hrs per week

Contract: 3 years

Salary: \$75,000 per annum, pro rata (\$38.46 per hour)

Superannuation: employer contribution of 10%, in addition to salary

About the PGAV

The Public Galleries Association of Victoria (PGAV) is the peak body representing over 60 public galleries, including 19 regional galleries. We deliver programs to support the development of the sector, we advocate on behalf of the sector to stakeholders and we promote public galleries to new and diverse audiences. The work we do is aimed at building the capacity of public galleries in Victoria, empowering them to deliver inspiring visual arts experiences which deliver valuable social, cultural and economic returns to their communities.

About the position

The PGAV is seeking a **Membership Services Officer** to develop and deliver membership services which build the capacity of the public gallery sector across Victoria. These services include – an annual professional development program, the development of specialist resources, and facilitating knowledge exchange and peer networking.

Location

The role will be based at the PGAV Office, The Ian Potter Centre: NGV Australia, Federation Square, Melbourne. Flexible work arrangements can be negotiated.

Reporting

- The position reports to the Executive Officer.
- There are no direct reports to this position.

Position Objectives

- Manage and grow the PGAV Membership.
- Provide timely response to membership enquiries and assist with other enquiries from members.
- Development and delivery of specialist services to PGAV Members and the public gallery sector.
- Undertake evaluation and report on outcomes relating to PGAV membership services.
- Contribute to the achievement of PGAV's purpose and vision.

Key Responsibilities:

1. Membership management and development

- Develop and implement a membership strategy – including membership recruitment and retention, membership benefits, and ongoing evaluation.
- Respond to enquiries about PGAV Member and PGAV Supporter membership.
- Manage membership applications and maintain the Member Register.
- Maintain and develop the membership database.
- Maintain member subscriptions to PGAV communication channels and the PGAV website.

2. Membership services, including:

2.1 Professional Development Program

- Develop a professional development program which is relevant and builds the capacity of the public gallery sector in Victoria.
- Publish an annual professional development program, and undertake other promotion of the program, with the support of the PGAV Communications Officer.
- Manage delivery of the professional development program and ensure it is delivered within budget and meets income generation KPIs.
- Undertake post-event evaluation surveys to ensure the program is meeting the needs of members, the public gallery sector and organizational KPIs. Ensure evaluation captures data required by funders / funding agreements.
- Provide reports for the PGAV Board and funders.
- Undertake member consultation and research to understand emerging issues and ensure the professional development program meets the training and development requirements of the public gallery sector.
- Explore opportunities for funding and sponsorship of the professional development program.

2.2 Member Resources

- Identify and contribute to the development of resources which support best practice within the public gallery sector (i.e. guidelines, factsheets).
- Maintain and grow the PGAV Consultant Directory and Suppliers List.

2.3 Knowledge Exchange and Networking

- Maintain subscriptions and post relevant information to the PGAV Member and Supporter email lists.
- Manage access to and assist with the development of content for the members only section of the PGAV website.
- Facilitate informal networking and information exchange amongst PGAV Members and PGAV Supporters.

3. General Responsibilities

- Liaise with the PGAV Communications Officer to ensure all funder, sponsor and donor support is appropriately acknowledged in all communications materials and distribution channels relating to membership services.
- Constructively participate in meetings and make suggestions for continuous improvements and efficiencies.

- Contribute to board reports, annual reporting, and acquittal reports to funders and sponsors.
- Willingness to undertake travel for work purposes, as required.
- Other duties in accordance with the position objectives, including training / development.

Key Selection Criteria:

- **ESSENTIAL**

- Experience in the development, delivery and evaluation of professional development programs, or similar.
- Ability to research and develop guidelines, factsheets, or similar.
- Strong written and verbal communication skills.
- Ability to work efficiently, balance workloads, and prioritise tasks.
- Computer literacy, including Excel, delivery of programs using video conferencing, online booking systems, online surveying etc.

- **DESIRABLE**

- Experience in the public gallery sector and/or qualifications in the visual arts or arts management.
- Experience writing promotional materials and publishing online, including social media platforms.
- Strong networks within the higher education and training sectors.

Employment is subject to:

- Evidence of the right to work in Australia;
- A satisfactory National Police Check; and
- A current driver's licence.

Further information

If you require any further information regarding this position, please contact **Anne Robertson**, Executive Officer, PGAV on 0403 268 017 from Monday - Thursday.

How to apply

PGAV is an equal opportunity employer. We strongly encourage First Nations people, people from culturally and linguistically diverse backgrounds, people of colour and people with a disability to apply. If you would like additional support to complete your application, please contact us.

Applications outlining **why you are interested** in the position, your responses to the **key selection criteria** (4 pages maximum) and a current **curriculum vitae /resume** must be received by email by **11:59PM, Wednesday 23 November 2022**.

Applications are to be addressed and emailed to:

Anne Robertson, Executive Officer
Public Galleries Association of Victoria (PGAV)
anne.robertson@pgav.ngv.vic.gov.au