

POSITION DESCRIPTION

Gallery Manager, Centre for Contemporary Photography (CCP)

Title:	CCP Gallery Manager
Hours:	31 hours per week (0.8 FTE over 4 days)
Annual Salary:	In the range of \$55-65,000 (inc 10.5% super) [pro rata]
Reports to:	CCP Director
Status:	Permanent, Part-time

About CCP:

As the leading contemporary photo-based arts organisation in Australia, CCP fosters national and international engagement; connecting communities through the power of photography.

CCP is dedicated to nurturing, supporting and growing the development of lens-based arts and its artists, delighting, inspiring, connecting and challenging audiences—through exhibitions, commissions and education.

CCP's Values:

- Respect for First Nations peoples, and our diverse communities. We strive to create an open and caring environment by valuing and supporting individuals and recognising their collective strength.
- Integrity and authenticity when collaborating with artists, creative partners, and stakeholders through an unwavering commitment to the highest standards of transparency and excellence.
- Diversity of artists and communities. Through creating strategic partnerships, employing innovative exhibition practices and delivering inclusive education programs, we create an exchange to connect communities.
- Supporting artists and arts workers throughout their careers, from emerging to established, fostering artistic talent and excellence.

CCP is a not-for-profit membership-based arts organisation established by the photographic community in 1986.

Role Description:

The Gallery Manager is a key leadership and administrative role, as the interface between the organisation and CCP's multiple communities and stakeholders through management of CCP's day-to-day operations and activities, inc. governance, management, and public facing programming.

The Gallery Manager reports directly to the CCP Director. The Gallery Manager performs a supervisory role, managing the Front of House team, the Assistant Gallery Manager, and volunteers, and works directly with the Curator and Accounts team. The Gallery Manager collaborates with artists, arts organisations, suppliers, contractors, members, patrons, and other key stakeholders. The Gallery Manager will be expected to liaise directly with CCP Board members, assisting the Director to provide effective and timely reports, information and advice.

Overseeing the front of house team, the Gallery Manager (with the Assistant Gallery Manager) is responsible for the activation and management of the CCP Shop and the volunteer workforce that staff front of house, CCP events and assist with exhibition installations. The Gallery Manager additionally drives CCP's digital engagement through oversight of the CCP website, production and distribution of the CCP newsletter, and leads CCP's engagement with social media.

This is a key management and administrative position within the organization, and the Gallery Manager will work closely with the CCP Director and the entire CCP team to supervise and oversee the operation of CCP, ensuring that the Gallery, OHS and public access areas are maintained to the highest standards; and that exceptional customer service and communication is provided to all stakeholders. Working closely with the CCP Curator and the CCP team, the Gallery Manager will be central to the planning of CCP's key community engagement projects, and will ensure that exhibitions, programs and activities are effectively delivered. The Gallery Manager will undertake the performance of other duties as necessary and commensurate with the position classification.

This is a complex and demanding role offering significant arts management responsibility of administrative, managerial and visitor engagement within the contemporary photo-arts sector.

Reporting Relationships

Internal Relationships: The Gallery Manager reports to the Director under general direction. The Gallery Manager supervises the CCP volunteers and the Assistant Gallery Manager, and works closely with the Curator to deliver CCP's engagement and exhibition programs.

External Relationships: The Gallery Manager actively maintains and grows relationships with artists, volunteers, CCP members and the general public, contractors and building and compliance related service providers, and other key stakeholders.

Specific Functions/Responsibilities

Leadership and Strategic Vision:

The Gallery Manager is a key management and administrative position, and will contribute positively to organisational values and work closely with the CCP Director and peers to:

- Provide thought leadership and stewardship as a leader within the broader arts sector.
- Advocate for the importance of contemporary photographic and lens-based practice.
- Maintain and enhance CCP as a leading, professional contemporary art space, with facilities and programs of excellence and high standing within the local, national and international community.

Programming Excellence:

- Working with the CCP Curator to support the exhibition program, events, and competitions including entries, bookkeeping, catalogue details, artwork registration, collection/return, fielding public enquiries, promoting the call for entries, processing sales and install and demount of exhibitions as may be required.
- Coordinating visitor exhibition and demographic surveys, and other audience research tasks as they may be required.
- Working with the CCP Curator to coordinate and deliver public facing programs as may be required.
- Preparing gallery spaces for exhibition install and demount, including coordinating with subcontractors and volunteers, and assisting artists and the Curator as required.
- Recording accurate exhibition and program attendance figures and other specified data/outcomes on a daily basis.

Financial Sustainability and Accountability:

The Gallery Manager will contribute to the overall financial sustainability of CCP, through:

- Collection and collation of data for regular and annual reporting.
- Working with the Accounts team to monitor and report on cash flow, profit and loss, and balance sheet documents.
- Assist the Accounts team with ensuring ongoing appropriate financial management for CCP.
- Contributing to CCP's Financial management and strategy through the provision of recommendations, invoicing and invoice processing and coding as per CCP procedures.

- Day-to-day Financial management of the CCP Shop using CCP's preferred merchant software, reconciliation of shop and artwork sales, through daily reconciliation, and invoicing artists and suppliers and management of payment processes.
- Day-to-day managing of the administration of the CCP Online Shop and dispersal of orders and performing monthly stock takes.
- Processing and managing artwork sales, including delivery or pick up requirements of purchasers, processing and follow-up of invoicing by artists.

People and Capabilities:

The Gallery Manager will enhance the organisation's capacity by:

- Supporting and demonstrating a commitment to a high-performance culture through positive engagement and communication with colleagues and stakeholders.
- Coordinating and managing CCP volunteers including; onboarding and processing new volunteers, briefing volunteers on front of house training and issues, exhibitions, CCP Shop, developing the volunteer roster and ensuring volunteers understand CCP's Workplace Health and Safety requirements, policies and general operations.
- Supervising volunteers when required
- Updating information on CCP's shared calendars as required.
- Assisting the Director, Curator, and other staff as required.

Governance, Risk and Compliance:

The Gallery Manager will contribute information as required to ensure:

- Appropriate levels of reporting of CCP's operations are delivered to the Board, including through the Annual Report, budgets and financial/statistical reports, when requested.
- Compliance and alignment with the Board's reporting obligations, with legislation, statutory requirements and Government policies impacting CCP.

Marketing, Communications, Stakeholder Engagement and Relationships Management:

The Gallery Manager will contribute to the organisation's development and delivery of co-operative communications and Members' engagement. This will be achieved successfully by:

- Developing and communicating the CCP brand and key messages with all stakeholders as required, significantly advancing in CCP's efforts to elevate its profile and therefore engage increased and diverse audiences, and attract new and beneficial partnerships.
- Maintaining and managing the CCP website and social media channels, ensuring all information is current and accurate, and metrics are reported monthly
- Generating and distributing monthly CCP newsletters, and e-bulletins for specific email communications.
- Maintaining a centralised publishing and editorial content calendar to manage content and plan specific, timely marketing campaigns.
- Working with the Director and Accounts team to support and communicate the CCP membership programs, and members updates and offers to strengthen the CCP brand with all stakeholders as required.
- Direct engagement with CCP volunteers and interns, ensuring that information is conveyed to the public efficiently and accurately.

Venue Operations:

The Gallery Manager will significantly contribute to the safe and effective operations of the CCP gallery by:

- Managing external hires of the CCP facility.
 - Managing education and group bookings and associated curatorial floor talks
 - Monitoring CCP's liquor license obligations as required.
 - Ensuring best presentation of the CCP Shop and front-of-house counter.
 - Ensuring the best presentation of the gallery through; processes and instructions for turning on/off artwork, making sure that exhibition spaces are clean and tidy and as far as practical, monitoring the security of all works of art.
 - Ensuring procedures for telephone enquiries and taking messages accurately for staff are followed.
 - Attendance at Gallery openings and events outside of the rostered weekly hours will be required.
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Key Competencies:

The Gallery Manager is expected to have the following competencies:

- Sufficient understanding of local, national, and international contemporary photographic practice.
- Working in a small diverse team, with a focus on flexibility and a positive can-do attitude.
- Demonstrated organisational and arts management skills with proven ability to handle multiple tasks and prioritise workloads, with attention to detail and 'follow through' as priority qualities – including the ability to be flexible, adaptable and resourceful in order to achieve desired outcomes and meet deadlines as part of a small team.
- Excellent verbal and written communication skills, including the ability to interact with and gain cooperation from a diversity of stakeholders, and represent the organisation in appropriate public forums.
- Effective computer skills and understanding of current office IT software and processes, ideally including proficiency in some or all of the following - Mailchimp, Shopify, Stripe, Eventbrite, Xero, and Jotform.
- Experience with the Adobe suite (InDesign/Photoshop) is very desirable.
- Demonstrated experience in using Facebook, Twitter, Instagram and other tools for connecting with community and building audiences.
- Experience in maintaining a website, particularly e-commerce applications.
- Demonstrated experience in customer service and dealing with the public in a retail environment.
- Experience in stock management and handling works of art (particularly photographic prints and books) including storage and display.
- Current workplace first-aid qualifications would be highly regarded.
- Current driver's licence is desirable though not essential.
- A tertiary or post graduate qualification in the creative arts, arts administration, arts management, curatorial studies or art history, are desirable.

CCP acknowledges that we meet and work on what always was and always will be the land of the Wurundjeri people of the Kulin nation. We pay our respects to Elders past and present, as well as to all Aboriginal and Torres Strait Islander people in the wider

Melbourne community and beyond.
Indigenous sovereignty has never been ceded.