

## AUSTRALIAN CENTRE FOR CONTEMPORARY ART

The Australian Centre for Contemporary Art (ACCA) plays an inspirational and critical role investing in our artistic and wider communities, leading the cultural conversation and setting the agenda for contemporary art.

ACCA was established in 1983 and moved in 2002 to a purpose-built, award-winning architectural building designed by Wood Marsh at the heart of the Melbourne Arts Precinct. This consolidated ACCA's position as a leading centre for contemporary art and a beloved platform for our diverse community of local, regional, national and international artists, curators, audiences, colleagues and collaborators.

ACCA has a long and celebrated history investing in, nurturing and propelling the careers of contemporary artists by supporting them to make new, risk-taking and experimental work that challenges our thinking, encourages new perspectives, and connects and resonates with diverse communities.

We work directly with leading Australian and international artists to commission new work, and produce ambitious exhibitions, publications and digital initiatives, supported by a dynamic series of inclusive and accessible education, outreach and public programs that encourage community engagement and debate, and inspire meaningful participation, cultural belonging and exchange.

ACCA's programs are characterised by their depth of engagement, impact and transformative potential. Experimentation thrives at ACCA, as we embrace new art and ideas, and inspiring, challenging and urgent conversations. We support artists to push the boundaries of their practice and audiences to share in the appreciation and creation of contemporary art and cultural belonging.

ACCA acknowledges the Wurundjeri Woi-wurrung, Boonwurrung, and Bunurong peoples as the traditional custodians of the lands and waterways on which we operate and welcome visitors. We pay our respects to their Elders, both past and present, as well as to all members of the Kulin Nation.

### ACCA's Values:

Challenging and Inspiring  
Flexible, Responsive and Experimental  
Open, Inclusive and Welcoming  
Integrity and Enterprise  
Collegiate and Critically-Engaged

## POSITION DESCRIPTION

|                          |                                                                                                      |
|--------------------------|------------------------------------------------------------------------------------------------------|
| <b>Title:</b>            | <b>Visitor Experience Manager</b>                                                                    |
| <b>Positions Status:</b> | <b>Part-time 0.8 FTE, Tuesday–Friday</b>                                                             |
| <b>Responsible To:</b>   | <b>Executive Director (and Artistic Director &amp; CEO as required)</b>                              |
| <b>Location:</b>         | <b>The position is based at ACCA with some offsite work required for occasional special projects</b> |

## **POSITION PURPOSE**

The Visitor Experience Manager is a key role at ACCA and oversees and maintains a welcoming, informative and efficient front of house through the management of the Visitor Experience Team, ACCA's Volunteer Program, ACCA shop and events.

The role ensures excellent visitor experience at ACCA and high standards of presentation and security within the galleries, reception, foyer and shop. The Visitor Experience Manager oversees ACCA's Visitor Experience Team including recruiting, training, rostering and overseeing daily duties. The position also manages ACCA's Volunteer Program, including developing and delivering a range of projects and initiatives to support the professional development of the volunteer team and organisational goals.

The Visitor Experience Manager also assists to roster Visitor Experience staff for additional events and public programs, including creative engagement events, venue hire, private events (corporate, private, colleague and commercial) to ensure visitor expectations are continually met and exceeded.

The Visitor Experience Manager participates as an active member of ACCA's Equity Action Plan Working Group and OH&S Committee.

## **DUTIES & RESPONSIBILITIES**

Reporting to the Executive Director and working in collaboration with the wider ACCA team, the role undertakes a range of duties and responsibilities including:

### **1. Front of House and Visitor Experience Team Management**

Lead ACCA's Visitor Experience (VX) Team and oversee front of house operations to ensure a professional, inclusive and welcoming engagement and interface with ACCA's audiences:

- Manage, train and lead a team of Visitor Experience Team Members and Coordinators to ensure excellent standards of experience and engagement for all ACCA visitors
- Manage ACCA's reception, supervising the VX Team to act as first point of contact for all enquiries, including telephone, email, reception and cloakroom duties
- Collate and circulate up-to-date knowledge of all ACCA exhibitions, programs, events and technical requirements, ensuring that this information is readily available to the team
- Manage VX Team rosters and oversee accurate completion and submission of timesheets for payroll
- Inspire VX Team members to achieve excellent visitor service standards, including engaging with visitors about the exhibition, invigilation and collecting surveys
- Ensure building security and opening/closing procedures are carried out effectively, and follow all OH&S protocols as directed by Executive Director and Operations Manager
- Ensure timely and accurate incident reporting when required, in line with relevant ACCA policies
- Undertake regular checks to ensure exhibits and hardware are functioning correctly, and troubleshoot or liaise with Exhibitions team when required
- Manage the staffing and delivery ACCA opening events in collaboration with Operations Manager
- Support ACCA public programs, venue hire, and development and other special events as required

### **2. Volunteer Program**

Develop and manage ACCA's Volunteer Program to support professional development opportunities, build community, meaningful networks and enrich ACCA's programs and initiatives.

- Manage volunteer rosters and annual volunteer intakes, training and inductions
- Develop and deliver opportunities for volunteer professional development, including masterclasses with ACCA staff, offsite excursions and volunteer projects
- Monitor and continually develop the program by regularly sourcing feedback and ensuring the program is in line with the National Volunteer Standards

### 3. ACCA Shop and Online Shop

Manage ACCA's retail, onsite and online, including curating a selection of book titles for ACCA's shop aligned with each exhibition and develop merchandise in consultation with ACCA's Artistic Director and CEO.

- Research and develop a selection of books and retail items for ACCA's shop for each exhibition
- Manage the ACCA Shop, including day-to-day front-facing processes, including point of sale, visual merchandising and stock order and replenishment, as well as strategy and development
- Manage ACCA's Online Shop, including uploading items, managing website and Shopify content
- Develop bespoke exhibition and ACCA merchandise in collaboration with ACCA curators and artists
- Implement retail strategies aligned with exhibitions to maximise shop income opportunities

### 4. Other

- Actively contribute to a positive and supportive team culture and demonstrate a commitment to ACCA's vision and values, Equity Action Plan and Child Safety Policy
- Attend First Aid, OH&S and emergency training and other professional development as required
- Perform other duties as directed by ACCA's Executive
- Attend after-hours events, such as exhibition openings as required

## REPORTING RELATIONSHIPS

**Reports to:** Executive Director (and Artistic Director & CEO as required)

## KEY RELATIONSHIPS

**Internal:** Visitor Experience Team, Executive Director, Artistic Director & CEO, Senior Curator, Head of Learning and Creative Engagement, Education and Creative Engagement Coordinator, Exhibitions Manager, Curator, Education Team, Head of Development & Engagement, Designer, ACCA Volunteers

**External:** ACCA visitors, precinct neighbours, contractors, suppliers, philanthropic community, arts community, corporate partners, special interest groups

## OCCUPATIONAL HEALTH & SAFETY

The role must ensure familiarity and comply with all Occupational Health and Safety requirements and Child Safety standards and processes as set out in all relevant policies, procedures, legislation and Acts and participate in meetings, training and other health and safety activities, as required.

## TERMS AND CONDITIONS OF EMPLOYMENT

- This position is a part-time, 4 days per week (Tuesday–Friday), fixed term 24-month contract (renewable by mutual agreement)
- The position is based at ACCA with some occasional offsite work required
- Flexible working hours will be required around events and programming
- This package includes annual and personal/carer's leave in accordance with the National Employment Standards in the Fair Work Act 2009 (Cth), plus up to three days non-statutory company holiday over Christmas/New Year period
- Appointment will be conditional upon a three-month probationary period

|                                         |                                                 |
|-----------------------------------------|-------------------------------------------------|
| Base Compensation:                      | \$82,400 p.a. at pro rata of 0.8 FTE = \$65,920 |
| Superannuation pro rata (currently 12%) | \$7,910                                         |
| <b>Total Salary Package:</b>            | <b>\$73,830 per annum</b>                       |

## APPLICATIONS

**Applications close: 11:00pm, Sunday 25 October 2026**

**To submit your application:** Please email one PDF document to Mark Hislop, Operations Manager via [mark.hislop@acca.melbourne](mailto:mark.hislop@acca.melbourne)

Your application should include in a single PDF:

- Response to the key selection criteria (three pages maximum)
- Your current curriculum vitae
- Names and contact details for three referees (including at least two professional referees)

## KEY SELECTION CRITERIA

### Qualifications and Experience:

1. Experience working in an art gallery/museum environment, cultural sector or similar context
2. Demonstrated experience in a front of house, events or customer-facing role providing a high standard of visitor service and engagement
3. Demonstrated experience leading a team of staff and/or volunteers and fostering a positive and supportive team culture
4. Proven ability to work as a collaborative and consultative team member with ability to take initiative, work independently and prioritise work to meet deadlines
5. Excellent interpersonal and communication skills, including engaging diverse audiences and stakeholders
6. Experience implementing and/or participating in initiatives to foster more inclusive and accessible arts and cultural spaces

### Desirable:

1. Knowledge and active interest in contemporary art and culture
2. Sound knowledge of OH&S, emergency procedures and/or risk management processes
3. RSA and Food Safety certificates desirable

Please note, the successful candidate must either hold or be able to obtain a valid Victorian Working With Children Check.

ACCA is an inclusive employer that values diverse perspectives and lived experiences. We are committed to providing a positive, flexible and supportive workplace and to embracing access and inclusion initiatives across the organisation.

We strongly encourage applications from Aboriginal and Torres Strait Islander people, people with a disability, people from LGBTQIA+ communities and people from culturally diverse communities.

ACCA is committed to providing reasonable adjustments for individuals with disability throughout the recruitment process. Please advise us if you have support or access requirements at any stage of this recruitment process, via the email below or by calling ACCA on (03) 9697 9999.

## ENQUIRIES

Enquiries about the role should be directed to: Laura De Neeffe, Executive Director:  
[laura.deneefe@acca.melbourne](mailto:laura.deneefe@acca.melbourne)