

Development Officer

POSITION DESCRIPTION



Position Number:	NEW
Department:	Community Services
Section:	Communities and Culture
Unit:	Museum of Art
Position Status:	Permanent Full Time
Classification:	Level 3 – Rockhampton Regional Council Certified Agreement 2018 – Internal Employees
Reports To:	Development and Visitor Services Team Leader
Revised:	July 2021

General Position Statement

This position supports Council's direction by assisting Rockhampton Museum of Art in its engagement, administration, strategy, communication and growth of memberships and donors to Rockhampton Museum of Art. This position will assist in delivering an active and sustainable development program that supports and encourages fundraising and philanthropy.

Performance standards and expectations relating to this position will be detailed in the individual performance plan.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Be responsible for administering and maintaining all information systems, files and data related to memberships and donors, ensuring integrity of data in line with Records Management policy and procedures.
- Assist in the delivery of membership and philanthropy support activities including research, data entry, communication and event development for the engagement, retention, renewal and development of members and donors.
- Assist in the monitoring, assessment and statistical reporting on membership and donor development programs to assist with the growth, support and success of the membership program and philanthropy to Rockhampton Museum of Art.
- Assist in the preparation, production and delivery of print and electronic correspondence using clear and concise language for Rockhampton Museum of Art members and donors.
- Perform all duties associated to Rockhampton Museum of Art reception to deliver high quality service to all customers and including the sale of event tickets, retail items, gift vouchers, bookings, daily reconciliation, exchanges and refunds, incoming and outgoing written and verbal communication, and opening and closing procedures.
- Exercise sound judgement, initiative, confidentiality and sensitivity in the performance of all tasks in a fast paced environment.
- Ensure ethical behaviour in all transactions and dealings to maintain Council's professional reputation.

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- Contribute to the development and implementation of continuous improvement strategies by providing recommendations to management on process improvements within area of responsibility to increase efficiencies.
- Assist in developing work practices, processes and policies relevant to Rockhampton Museum of Art.
- Refer matters that may impact upon the business, Council and employees to the relevant Team Leader, Curator, Coordinator or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Knowledge in fields of marketing, communication, museum studies, visual arts administration, or related disciplines.
- Understanding of data driven fundraising and/or philanthropy.
- Demonstrated skills in analytical thinking, decision-making, problem solving.
- Demonstrated skills in written communication, ensuring a high attention to detail when conducting research, drafting correspondence and contributing to original content for reports and publication.
- Understanding of record keeping and database management practices.
- Proven commitment to collaboration, audience and people engagement with experience putting people first to transform and improve processes and services.
- Ability to develop innovative solutions.
- Ability to effectively operate Council's computer systems and software including Collection Management Software, Building Management systems including other integrated systems.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.

Qualifications

- Qualifications in Certificate III Customer engagement, Marketing, Communication, Business Administration and/or equivalent demonstrated experience.

Desirable Qualifications and Experience

- Experience in an arts, cultural or community environment.
- Experience in a development, fundraising and philanthropy environment.

Behaviours

- *Customer Service* – Ensure that you are focused on our customer/s when carrying out your

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responsibilities.

- **Safety** – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council’s Health and Safety Duty Statements and associated safety policies / procedures.
- **Code of Conduct** – Ensure that your behaviour is aligned with the Code of Conduct.
- **Council Values** – Ensure that your behaviour is aligned with the values statement adopted by Council: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

Work Environment and Physical Demands

- This position is an indoor role and will require the employee to carry out physical tasks which may include manual handling of up to 15kg, repetitive bending, kneeling, twisting and/or squatting.

Additional Requirements

- Ability to work in an office and cultural institution environment.
- Ability to work weekends and outside of normal office hours as required.
- Ability to legally operate a motor vehicle under a “C” Class Licence.
- A willingness to undertake a Functional Capacity Evaluation to satisfy the inherent physical requirements of the position.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).
- Ability to set up public events.

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council’s Intranet.

Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	