

NATIONAL PORTRAIT GALLERY

POSITION DESCRIPTION

Position Details	
Title	Digital Engagement Coordinator
Classification	APS5 PN8000
Salary	\$83,145 - \$89,589
Section	Digital
Security Clearance	N/A
Contact Officer	Amy Middleby, Digital Engagement Lead, +61 2 6102 7063 or amy.middleby@npg.gov.au

We acknowledge the Ngunnawal and Ngambri peoples, the Traditional Custodians of the Canberra region, upon whose lands the National Portrait Gallery stands.

About us

The National Portrait Gallery (NPG) aspires to reflect the face of Australia. It is the place where the national story unfolds with clarity, without complacency or self-satisfaction. We use portraiture to tell Australian stories and to increase understanding and appreciation of Australian people – their identity, history, culture, creativity and diversity. We are open 364 days a year, offering visitors the opportunity to view the collection and special exhibitions, and participate in a variety of cutting-edge public and educational programs. The Gallery also offers venue hire for private and corporate events and houses a popular cafe and bookstore.

We recognise the great contribution from our staff in realising our mission and values; and encourage applications from Aboriginal and/or Torres Strait Islander people, the LGBTQIA+ communities, people with disability and people from culturally and linguistically diverse backgrounds.

We're committed to ensuring a child safe and child friendly environment, and to sustaining a safe workplace and inclusive culture. Our staff actively contribute to the wellbeing and safety of our visitors and each other.

The position

The occupant of this position sits within the Digital team, reporting to the Digital Engagement Lead. The team is a dynamic unit responsible for the delivery of the National Portrait Gallery's digital content, including formal and informal learning programs to audiences across Australia and around the world. Working with the Digital Engagement Lead, this position is responsible for the effective delivery of online, onsite and outreach digital programming.

Specific Tasks

1. Assist the Digital Engagement Lead to design, project manage and deliver livestreamed and recorded virtual programs to local, national and international audiences.
2. Contribute to the development of digital programs including content, interface and experience design, program testing and assessing these against user needs, best practice and industry standards.
3. Support the Digital Engagement Lead manage partnerships and collaborative opportunities and contribute to maintaining third party relationships and contracts with relevant digital suppliers.

4. Assist with training for the wider Gallery team for digital delivery in both livestreamed virtual delivery and audio and visual recorded delivery.
5. Maintain digital programming with an excellent level of project administration. Contribute to the analysis of programs, collate statistics for reporting purposes and liaise with internal and external stakeholders to enhance program quality and audience reach and diversity.
6. Contribute to the delivery of relevant and engaging online experiences including the development and delivery of informal and formal learning programs that increase engagement with the Gallery.

Selection Criteria

1. Demonstrated experience in developing and delivering innovative, inclusive and relevant online programs for diverse audiences.
2. Excellent communication skills and demonstrated experience in delivering livestreamed and pre-recorded content in a high-pressure environment.
3. Demonstrated ability to work with others in a multidisciplinary team in the delivery and implementation of high-quality digital programs.
4. Demonstrated experience of working collaboratively and an appreciation of the importance of embracing diversity of programming and audiences.
5. Experience of developing and delivering innovative digital programming in an arts environment is desirable.
6. Demonstrated capacity to show initiative, innovation, display resilience and adhere to the Gallery's and the Australian Public Service Values and Code of Conduct. Ability to remain positive and respond to pressure in a controlled manner.

Applicant information

In no more than one A4 page, please tell us how your skills, knowledge, experience and qualifications make you the best person for this job.

Email your application, a current CV and the [application coversheet](#) to hrservices@npg.gov.au by the deadline listed below.

If you need more information, please get in touch with Amy Middleby, Digital Engagement Lead on +61 2 6102 7063 or amy.middleby@npg.gov.au

Applications close midnight Monday 3 February 2025.

SAFETY AND WORK ENVIRONMENT

ADMINISTRATIVE TASKS	FREQUENCY
Computer based work, sitting or standing at a desk	Frequently
Extensive typing or data entry	Frequently
Graphical, video production or analytical work	Frequently
Access to designated workstation	Frequently
WORKING HOURS	FREQUENCY
Flexible working hours	Occasionally
Fixed start/finish times	Rarely
Intensive work over an extended period to achieve a deadline	Frequently
After hours events or programs	Occasionally
Peaks and troughs of high and low workload	Occasionally
Overtime	Occasionally
Rostered shift work	Never
Rostered 24/7 on call	Never
SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Work directly with visitors and the public	Frequently
Produce work that is subject to critique or external review	Frequently
PHYSICAL DEMANDS	FREQUENCY
Walking long distances	Never
Standing for long periods	Frequently
Working outdoors	Rarely
MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
Handling collection items	Never
Climbing	Rarely
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Frequently
Repetitive movements in a short amount of time	Frequently

TRAVEL	FREQUENCY
Locally	Occasionally
Interstate	Occasionally
SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Excessive noise	Never
Low lighting	Rarely
Handling of dangerous goods/equipment	Never
Mandatory Personal Protective Equipment required	Rarely
MANDATORY PERSONAL PROTECTIVE EQUIPMENT	REQUIRED
Safety Footwear (operation of heavy machinery/lifting)	X
Gloves (Lifting/exposure to extreme temperatures/ handling of dangerous goods/equipment)	X
Hearing Protection (excessive noise)	X
Hi Visibility Clothing (operation of heavy machinery)	X
Protective Eyewear (handling of dangerous goods/equipment)	X
Warm Clothing (exposure to extreme temperatures)	X
SAFETY TRAINING, PERMITS AND CERTIFICATES	REQUIRED
NPG Induction	✓
Driver's Licence	X
WHS Awareness for Workers	✓
WHS Awareness for Supervisors	✓
Manual Handling	✓
Provide First Aid	X
Fire Warden	X
Chief Warden	X
Business Continuity	X
Hostile Intruder and Lockdown	X
White Card	X
High Risk Work Licence	X
Work Safely at Heights	X
Elevated Work Platform	X
Verification of Competency for plant and equipment	X

Applicants must possess or have the ability to obtain the required safety training, permits and certificates. Any safety training required is provided by the NPG.

DESIGNATED EMERGENCY ROLES	REQUIRED
First Aid Officer	X
Area Warden	X
Floor Warden	X
Deputy/Chief Fire Warden	X
Business Continuity Team Member	X
Business Continuity Team Leader/Deputy	X
Authorised Officer	X