



# **LONE GOAT GALLERY**

# **VOLUNTEER INFORMATION**

# **PACKAGE**

## **Contact**

Andrew McDonald

Gallerist

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## **VOLUNTEER INFORMATION PACKAGE 2018**

Position Title: Gallery Volunteer

Reports to: Gallerist - Andrew McDonald

Location: Lone Goat Gallery, 28 Lawson St, Byron Bay NSW 2481

### Overview of the Lone Goat Gallery

The name Lone Goat Gallery was inspired by the quirky female goat that lived on the Byron Bay Headland eluding capture for some years. The Lone Goat symbolises the spirit of the creative communities that contribute to the dynamic culture of the Northern Rivers Region.

Lone Goat Gallery was formed in 2013 under the auspices of The Byron Shire Council's 355 Committee structure and is overseen by a Board of Management that consists of volunteer members from the community, and one Councilor representative.

Gallerist Andrew McDonald oversees the functions of the Gallery, and coordinates gallery operations, exhibition programming and volunteers.

Volunteers invigilate (sit) the gallery during opening hours.

### Purpose of the Gallery

The Gallery vision is to provide a professional environment and exhibition space that provides for the development of artists, and a program of exhibitions that engage artists and visitors alike.

The Lone Goat Gallery aims to provide a platform for the art of the region, focused on supporting local artists. By exhibiting artists at all levels of career experience the Gallery brings varied and interesting work of a consistently high standard to the public, with an innovative program comprising local, regional, national, and international artists.

## Values

At the Lone Goat Gallery, we have:

- A passion for art in diverse forms
- A welcoming attitude for artists and visitors
- Strong engagement with the community
- Support for artists, whether emerging or established
- A vision to foster visual arts in the Northern Rivers region
- A belief in the gallery as a catalytic and creative platform

## Accountability

Lone Goat Gallery Volunteers are committed to providing a professional and informative service. They require a strong commitment to customer service and a willingness to enhance their knowledge of arts and culture and Council and Gallery procedures to assist them in their role.

Gallery Volunteers should attempt to exceed customer's expectations when responding to enquiries and processing sales.

Gallery Volunteers report to Gallerist Andrew McDonald.

## Definition of a Volunteer

'A person who chooses to contribute their time, skills and expertise without financial reward'

## Position Outline

Our volunteers provide front of house service and are the first point of contact for visitors to the Gallery.

Gallery volunteers must be personable, knowledgeable and/or willing to learn about artists and current exhibitions and enjoy meeting and interacting with people.

Lone Goat Gallery volunteers are integral to promoting gallery programming and are responsible for monitoring and keeping artwork safe while the gallery is open.

## Duties & Responsibilities

- Supervise the Gallery during your shift (10:00am – 1:00pm or 1pm – 4pm) unless otherwise arranged with the Gallery Coordinator
- Ensure that the gallery doors, alarms and locks are switched on and off as necessary and that the Gallery is secure.
- Greet visitors to the Gallery in a friendly and welcoming manner
- Provide information about the artist and their artworks to visitors, from price lists and room sheets provided by the Gallery.
- Promote and transact sales in a professional manner
- Attend to enquiries by exhibitors and visitors, in a prompt, courteous manner and project a professional public image
- Refer enquiries by artists or visitors to the Gallerist by email where necessary. Provide email contact card to visitors
- Provide support and information to the Gallerist
- Ensure the gallery is clean and tidy during your shift
- Assist as a host at special events including opening nights, workshops, and artists talks if you have volunteered for that role
- Adhere to, and practice Lone Goat Gallery policies and procedures
- Adhere to, and practice Council Code of Conduct and WHS policy
- Be contactable by phone and email and respond to messages from the Gallery Coordinator promptly
- Provide advance warning if you become unavailable for your shifts
- Contact the Gallerist if you need to leave at short notice
- Contact the Gallerist during your shift if you become concerned or require assistance.

## Selection Criteria

- Willingness to learn about arts and culture
- Knowledge of, or interest in arts and culture
- Excellent interpersonal skills, including ability to negotiate and consult through effective verbal communication
- The ability to develop practical solutions to daily work issues
- Excellent customer service skills
- Friendly, open and inclusive attitude to all visitors
- Practical computer skills including email and digital communications
- Enjoy working as part of a team, but also comfortable with working alone and with the public.

## Dress Code

As a Volunteer at the Gallery reception desk, you are the 'Ambassador' of the Gallery. For this reason, during your shifts, please dress in smart casual attire, closed-in shoes preferred (for safety).

## Contact

Andrew McDonald  
Gallerist

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