

NATIONAL PORTRAIT GALLERY

POSITION DESCRIPTION

Position Details	
Title	Experience Facilitator (multiple positions)
Classification	APS3
Salary	\$71,935 - \$77,635
Section	Engagement and Experience
Security Clearance	National Police Check & Working with Vulnerable People
Contact Officer	Gillian Raymond, Director Digital, Access & Learning

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) reflects the face of Australia and increases understanding and appreciation of Australian people and their stories through the art of portraiture. Guided by our values of creativity, innovation, inclusivity and integrity, our purpose is to develop a national portrait collection and provide the broadest possible access to all Australians. We do this through presenting engaging exhibitions and live and educational programs onsite in our award-winning building in Canberra, offsite across Australia, and on demand.

The Gallery is a dynamic and inclusive workplace and recognises the great contribution of our team. We're committed to the health, safety and wellbeing of our team and our visitors, and to sustaining a safe workplace and inclusive culture. We support flexible working practices, including working from home, and respect family and caring responsibilities.

The Gallery is committed to equal opportunity and diversity. We welcome applications from First Nations people, LGBTQIA+ people, people with a disability, and people from culturally and linguistically diverse backgrounds.

The position

The Experience Facilitator (EF) plays a crucial role in creating meaningful connections between visitors and art. As a friendly and visible presence in the gallery, the EF helps set the tone for an enriching visit. Supporting visitors to engage and reflect, while igniting curiosity and creating memorable moments.

Experience is everything. Working on the gallery floor, the EF delivers consistently high-quality visitor service and plays a key role in shaping positive experiences for people of all ages and backgrounds. The role involves facilitating public and education programs, leading guided tours, and supporting self-guided and digitally enabled experiences.

The EF works collaboratively across the section to deliver both on-site and online experiences for diverse audiences, including schools, families, young people, adult learners, communities with access needs, and national online audiences.

Specific Tasks

1. Deliver welcoming, person-centred visitor experiences

Provide welcoming, person-centred interactions that help every visitor feel included and at home in the Gallery. Tailor information and orientation to individual needs, introducing visitors to exhibitions, programs, Gallery spaces, amenities, and membership opportunities such as the Circle of Friends, while supporting positive and inclusive visitor journeys.

2. Facilitate front of house operations

Contribute to the day-to-day delivery of visitor services, including reception, visitor feedback collection, point-of-sale transactions and monitoring public areas. Help maintain safe, secure, and welcoming spaces for all visitors and staff.

3. Facilitate learning experiences for school audiences

Deliver engaging onsite and online learning experiences that encourage student participation, curiosity, and connection, while supporting the safe and effective use of learning spaces.

4. Deliver interpretive tours

Lead tours that bring artworks, stories and ideas to life for diverse audiences. Use interpretive approaches to encourage conversation and create meaningful connections with the collection and exhibitions.

5. Support targeted audience experiences

Contribute to the preparation, facilitation and pack down of experiences for specific audiences, supporting smooth delivery and positive audience outcomes.

6. Administration

Perform administrative tasks supporting the delivery of experiences and contribute ideas and reflective feedback to support continuous improvement of experiences.

7. Prepare and reset spaces

Safely handle and assist in moving a range of objects and materials as required including but not limited to art supplies, bollards and furniture to support the delivery of exhibitions and experiences.

Selection Criteria

1. Visitor experience and engagement skills

Demonstrated experience delivering high-quality visitor services in a public-facing environment, including front-of-house service and guided tours. Proven ability to assess visitor needs in the moment and respond with care and professionalism.

2. **Program facilitation skills**

Demonstrated experience facilitating planned onsite and/or online public programs and learning experiences for school audiences, families and lifelong learners. Ability to use audience-centred facilitation approaches to encourage participation, dialogue and meaningful engagement.

3. **Teamwork and initiative**

Proven ability to work collaboratively within a team environment while also demonstrating initiative, reliability and the capacity to manage tasks independently in a visitor focused setting.

4. **Communication and interpersonal skills**

Demonstrated ability to communicate clearly, confidently and respectfully with diverse audiences, using strong verbal and interpersonal skills to convey information, facilitate discussion and build positive engagement in a public facing environment and with fellow team members.

5. **Awareness of workplace principles**

Knowledge of, or the ability to quickly develop an understanding of the Gallery's and the Australian Public Service Workplace Diversity and Equity, Workplace Relations, and Work Health and Safety, with the ability to apply these principles in daily work.

Our ideal candidate:

Applicants may bring experience or knowledge from a range of backgrounds. Formal qualifications are not required. We welcome candidates who demonstrate:

- A genuine enthusiasm for connecting with people, creating welcoming experiences, and supporting learning through art is highly valued.
- An interest or experience in visual arts, Australian history, museums, galleries, cultural organisations, or visitor focused environments
- A curiosity about portraiture and storytelling through art, and a willingness to learn about the Gallery's collection and programs
- Experience supporting or delivering online or digitally mediated programs and experiences, or an interest in developing these skills
- A commitment to child safety, including appropriate professional behaviours and the ability to create safe, positive and engaging experiences for children and young people.

Additional Note

This role involves standing for extended periods in public areas and requires flexible working hours within the Gallery's operating times of 7am–7pm, including occasional weekend work. To be eligible for this role, you must

- Hold Australian Citizenship,
- Satisfy a police check, and
- Hold a Working with Vulnerable People (ACT) (or the ability to obtain and maintain)

Applicant information

In no more than two A4 pages, 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 recruitment@npg.gov.au by the deadline listed below.

If you need more information, please get in touch with Gill Raymond by email Gillian.Raymond@npg.gov.au.

Applications close midnight Monday 8 June 2026.

SAFETY AND WORK ENVIRONMENT

ADMINISTRATIVE TASKS	FREQUENCY
Computer based work, sitting, or standing at a desk	Frequently
Extensive typing or data entry	Rarely
Graphical, video production or analytical work	Rarely
Access to designated workstation	Occasionally

WORKING HOURS	FREQUENCY
Flexible working hours	Occasionally
Fixed start/finish times	Frequently
Intensive work over an extended period to achieve a deadline	Occasionally
After hours events or programs	Occasionally
Peaks and troughs of high and low workload	Occasionally
Overtime	Rarely
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)	Never
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	Occasionally
Standing for long periods	Frequently
Working outdoors	Rarely

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Frequently
Lifting 10kg+	Occasionally
Handling collection items	Never
Climbing	Never
Reaching	Frequently
Bending/squatting	Frequently
Push/pull	Frequently
Repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Locally	Occasionally
Interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Excessive noise	Rarely
Low lighting	Rarely
Handling of dangerous goods/equipment	Never
Mandatory Personal Protective Equipment required	Occasionally

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 License	X
WHS Awareness for Workers	✓
WHS Awareness for Supervisors	X
Manual Handling	✓
Provide First Aid	X
Fire Warden	X
Chief Warden	X
Business Continuity	X
Hostile Intruder and Lockdown	✓
White Card	X
High Risk Work License	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/Floor Warden	X
Deputy/Chief Fire Warden	X
Business Continuity Team Member	X
Business Continuity Team Leader/Deputy	X
Authorised Officer	X