



ABOUT NATIONAL GALLERY SINGAPORE

UNVEILING MODERN SINGAPORE AND SOUTHEAST ASIAN ART

National Gallery Singapore is a visual arts institution which oversees the largest public collection of modern art in Singapore and Southeast Asia. Situated in the heart of the Civic District, the Gallery is housed in two national monuments—City Hall and former Supreme Court—that have been beautifully restored and transformed into this exciting venue.

Reflecting Singapore’s unique heritage and geographical location, the Gallery features Singapore and Southeast Asian art from Singapore’s National Collection in its long-term and special exhibitions. The Gallery also works with international museums to jointly present Southeast Asian art in the global context, positioning Singapore as a regional and international hub for the visual arts.

In 2016, the Gallery won the awards for “Best Attraction Experience”, “Breakthrough Contribution to Tourism” and “Best Customer Service (Attractions)” at the prestigious Singapore Tourism Awards for its role in adding to the vibrancy of Singapore’s tourism landscape.

Senior Executive (Community & Access)

Reporting to the Senior Manager (Community & Access), the Senior Executive (Community & Access) will be responsible for supporting and executing the core administrative and operational functions in the Gallery’s community and access team of which a key component include the service and deployment of up to 400 active volunteers that are part of the volunteer management programme called the *Best Friends of the Gallery*. The candidate is expected to contribute actively within the team to lead the planning and coordinating of administrative procedures and systems to devise ways to streamline processes, especially in the area of volunteer management. Working closely with Senior Manager, the candidate will support the team in putting together regular KPI and budgetary reports to ensure that the team is fulfilling the targets sets for each financial year.

RESPONSIBILITIES

Systems and Software

- Maintain databases, manage budget and resources and undertake any other administrative duties.
- Management of various systems to support day to day requirements for volunteer deployment and other requirements of the team. The various systems include volunteer management system,

learning management system, database management system and other systems for resource management, procurement and feedback.

Communications

- Ensure clear and open communication among volunteers and other community stakeholders of the Gallery through multiple channels such as email and duty phone
- Oversee various email inboxes for volunteer management and community engagement

Volunteer Operations

- Increase operational efficiency in running the day-to-day operations in the volunteer office by working with other team members in reviewing and improving current systems for information dissemination, scheduling of duties and maintaining volunteers' database
- Maintain clear procedures and terms of engagement between Gallery staff and volunteers
- Work proactively with staff to provide accurate information and assistance to volunteers
- Lead the weekly handover with the Gallery's Front of House service team
- Monitor volunteer performance and assess visitor feedback received through volunteer service (e.g. Docent Tours) to feedback within team for appropriate training and skills building to equip the volunteers

Administration Support

- Compile monthly visitorship reports and weekly updates across the team for reporting purposes
- Champion compliance to ensure the team fulfils the necessary audit requirements
- Streamline processes to increase overall efficiency of the team's logistics

REQUIREMENTS

- 2 years of relevant work experience in administration and systems management
- Experience in volunteer management, community engagement and development are a plus
- Must have excellent interpersonal, communication and presentation skills to a broad audience base, and ability to engage professionally with corporate, community and academic partners
- Good group facilitation, interaction and problem-solving skills
- Ability to work well with a diverse group of staff and volunteers
- Ability to effectively administer or manage a wide array of tasks, projects, and responsibilities
- Must possess cultural sensitivity and understanding for diverse communities – demonstrated capability and maturity in dealing with people and/or handling difficult situations
- Good command of English (both spoken and written)
- Good working knowledge of Microsoft Office Suite is essential
- Candidate who is bilingual in English and Mandarin is an added advantage
- Keen interest in the arts, heritage and museum field with a passion to engage with a wider community to visit the Gallery
- Proactive, people oriented, team player, cheerful, positive and committed
- Must be able to work weekends and some evenings to support the community & access portfolio

Please send your detailed CV to careers@nationalgallery.sg. We regret that only shortlisted candidates will be notified.