



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 Manager (Volunteer Management & Access)

Reporting to the Head (Community, Access and Volunteer Management), the Senior Manager (Volunteer Management & Access) will be responsible for managing a team of passionate staff by providing guidance, support, resources and tools to supervise a dynamic pool of up to 400 active volunteers under the Best Friends of the Gallery programme. In addition to implementing regular reviews and improvements to the volunteer policies, procedures and standards of volunteer service, the Senior Manager is expected to connect with other divisions to provide direction, coordination, and consultation for all volunteer functions in programmes and in various areas of operations within the museum. He/She is also required to oversee the management of the volunteer office, scheduling of duties (including tours by docents), training, welfare and engagement with the volunteers. Working towards the mission of enhancing inclusivity and access to the Gallery, the Senior Manager will work closely with the Head (Community, Access and Volunteer Management) to build a strong community of volunteers with diverse talents as Gallery ‘ambassadors’ in supporting the advocacy, education and engagement work, particularly for Community & Access initiatives. He/She will also be involved in the content and policy development in these aspects of work, which entails building strategic partnerships with other voluntary welfare organisations and agencies to introduce Best Practices in Volunteer Management and Access in the Gallery.

RESPONSIBILITIES

Development & volunteer resource allocation

- Develop, promote, and maintain a wide range of volunteer opportunities within the organisation through regular divisional surveys to assess needs for volunteer assistance
- Identify new roles and scope that volunteers can be assigned to support the Gallery's programmes, events and some areas of operations, including visitor services, exhibits and education, special events, Resource Centre, etc.
- Develop and manage volunteer policies, procedures, and standards of volunteer service
- Develop a tracking system to assess visitor feedback received through volunteer service so that we can develop and offer appropriate training and skills building to equip the volunteers
- Organise and participate in volunteer recognition programmes and special events
- Evaluate all aspects of volunteer programmes (engagement activities) to ensure effectiveness and to recommend / implement changes as appropriate
- Develop and oversee the overall budget for Best Friends of the Gallery programme

Volunteer office & Operations

- Ensure proper procedures and implementation of interviews, orientation, training, role assignments and engagement activities are in place
- Increase operational efficiency in running the day-to-day operations in the volunteer office by reviewing and improving current systems for information dissemination, scheduling of duties and maintaining volunteers' database
- Set clear procedures and terms of engagement for the volunteer management team and Gallery staff with volunteers
- Engage in regular cross-divisional projects and operation meetings to smoothen operational and logistics requirements for volunteer involvement
- Recommend the most efficient use of volunteers, appropriate volunteer/staff mix, and future workforce needs to support volunteer programme operations
- Work proactively with staff to provide accurate information and assistance to volunteers

REQUIREMENTS

- 5-7 years of relevant work experience, preferably in volunteer management, community engagement and development.
- Must have excellent interpersonal, communication and presentation skills to a broad audience base, and ability to engage professionally with corporate and academic partners at the same time
- Excellent facilitation and problem-solving skills
- Proactive, people oriented, team player, cheerful, positive and committed
- Ability to work well with a diverse group of staff and volunteers
- Ability to effectively 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
- Strong sensibilities to relate and bridge the Gallery's collection and content with targeted audience segment and needs
- Excellent command of English with a second language is an advantage
- Good working knowledge of Microsoft Office Suite is essential
- Keen interest in the arts, heritage and museum field with a passion to engage with a wider community to visit the Gallery
- Must be able to work weekends and some evenings to support the volunteer management portfolio

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