
BIENNALE OF SYDNEY

The Biennale of Sydney acknowledges the Traditional Owners of Country, in particular the Gadigal people on whose land the Biennale of Sydney is located. We recognise their continuing connection to land, waters and culture and pay our respect to Elders, past and present.

The Biennale of Sydney is one of the leading international contemporary art events. It plays an indispensable role in Australia's engagement with the world, and a meaningful role in the life of the nation. The Biennale presents the most dynamic contemporary art from around the globe in venues across Sydney with exhibitions that ignite and surprise people, sparking dialogue, cultivating connections and inspiring action through meaningful, shared arts experiences. The Biennale of Sydney amplifies the voices of artists and tell the stories of our global communities, as they drive momentum for lasting cultural change.

Established in 1973, it is the third oldest biennial in the world after Venice and São Paulo and the largest exhibition of its kind in Australia. The Biennale of Sydney has commissioned and presented exceptional works of art by more than 2,400 national and international artists from more than 130 countries.

WORKING FOR THE BIENNALE OF SYDNEY

The Biennale of Sydney fosters a collaborative and respectful workplace culture, with a team as diverse as the exhibitions we present and the audiences who experience them. We actively encourage Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, LGBTQIA+ people, people with disability and those who have diverse experiences of our world to join the Biennale of Sydney team.

We are committed to making reasonable adjustments to provide a positive, barrier-free recruitment process and supportive workplace. If you are applying for a position and have support or access requirements, let us know in your application or by contacting the nominated person in the advertisement.

The Biennale of Sydney believes that art should be accessible to all. Thanks to our generous supporters, our exhibitions are presented with free admission for all to enjoy. For our employees, we provide professional development opportunities to enrich and develop your love of the arts while valuing the specific skills and experiences you bring to the Biennale of Sydney. As a not-for-profit organisation, we also offer salary packaging options.

APPLYING FOR THE ROLE

Applications addressing the selection criteria must be received by **5pm on Friday, 10 October 2025**.
Role to commence as soon as possible.

Your application must include:

- a cover letter outlining how you meet the selection criteria;
- a current CV; and
- the names and daytime contacts of at least two (2) professional referees.

Email to: employment@biennaleofsydney.com.au
Subject line: Application | **Visitor Services Manager**

ROLE STATEMENT

Position Title: Visitor Services Manager

Department: Production

Reporting to: Production and Exhibitions Manager

Direct Reports: Volunteer Coordinator, Team leaders

Remuneration: \$85,000 Plus Superannuation

Contract term: Full time fixed term contract position until 30 June 2026

POSITION DESCRIPTION

The successful candidate will be part of a highly motivated team of specialist staff, delivering one of the world's leading contemporary visual arts events.

The Visitor Services Manager is an important role within the Production team responsible for managing the recruitment, supervision, scheduling and retention of all Visitor Services staff and volunteers providing essential support in the delivery of the 25th Biennale of Sydney (2026).

This role will work with, staff, artists and participants to ensure the smooth delivery of public programs, artwork invigilation, and exhibition administration. The successful candidate will be an experienced Visitor Services Manager with strong experience in the supervision of staff and volunteers. High level organisational skills, good written/oral communication and presentation skills, a flexible approach and a thorough understanding of contemporary art are essential. Experience and knowledge of working with audiences with specific needs will be highly regarded. This role may require work outside standard business hours including evenings and weekends during exhibition periods.

The position reports to the Production and Exhibitions Manager and is responsible to the CEO.

See over for Duties and Responsibilities.

SELECTION CRITERIA

Based on an application addressing the Essential Criteria, Curriculum Vitae and, for selected candidates, an interview and references, the Biennale of Sydney needs to be satisfied that the applicant meets the following criteria:

Essential Criteria	• Proven experience in operational venue management. • Experience in managing volunteers and Visitor Services staff, including scheduling complex rosters. • A clear commitment to and ability to deliver excellent customer service. • Ability to problem solve to ensure the continual smooth running of the day-to-day staffing of the Biennale-controlled venue. • Strong administrative, planning and time-management skills, with the ability to manage own workload. • Knowledge and understanding of accessibility principles and practices. • Outstanding communication skills, and the capacity to create and maintain a collaborative team environment. • Excellent computer literacy – including knowledge of Microsoft based applications, Word, Excel, Outlook, Customer Relationship Management databases, and Internet applications. • Experience working in cultural institutions, museums, galleries or similar public-facing venues. • Demonstrated ability to work effectively under pressure during high-volume periods.
Desirable Criteria	• Experience using Better Impact, or Deputy, or Tessitura, or other CRM/rostering tools. • Experience with digital visitor engagement tools and systems. • Current NSW Driver Licence. • Current First Aid certificate. • A keen interest in, and commitment to, the work of Biennale of Sydney and knowledge and understanding of the arts markets. • Good knowledge of the Biennale of Sydney and its various activities. • Bilingual capabilities or experience working with diverse cultural communities.

DUTIES AND RESPONSIBILITIES

Stakeholder Relations	• Liaise with PMNSW, security providers, and external contractors. • Represent the Biennale professionally at relevant events and meetings as required
Visitor Engagement	• Ensure a high quality of service and a high level of visitor satisfaction through oversight of all aspects of the full cycle of the visitor experience. • Lead Visitor Services staff by example and in a proactive manner to ensure excellent service and a positive Biennale experience that encourages repeat visitation and community participation. • Ensure professional appearance and maintenance of Visitor Services and Volunteers areas, including public desks, office, break room, and temporary workspaces. • Work collaboratively within the Production team to ensure that information about the exhibition and programs are effectively shared with the public by Visitor Services staff. • Ensure that special visitor needs, issues, or incidents are addressed appropriately and in a timely manner, and handle difficult and sensitive visitor issues that are escalated beyond the supervisory level.

	• Perform other Visitor Services responsibilities as needed and assigned. • Oversee daily Visitor Services operations, and proactively assess and recommend enhancements and improvements that are aligned with the Biennale's mission and budget. • Collaborate and communicate in a highly productive and effective way with events, operations, security, and other staff on all visitor-related issues, including leading and participating in regular interdepartmental planning meetings. • Monitor and report on visitor feedback and satisfaction metrics. • Coordinate with Communications team on visitor experience initiatives. • Implement and maintain safe practices and health protocols as required.
Visitor Services	• Working alongside other teams, devise Visitor Services roles and systems to reflect the needs of the main Biennale site in relation to the exhibition and public program. • Recruit and train a team of Visitor Services staff and exhibition tour guides. • Create and maintain staff roster. • Day to day management of Visitor Services operations on site. • Oversee registration for guests as they arrive on site. • Manage guest counting systems. • Oversee queuing systems and crowd flow as required. • Liaise with Production regarding site capacities and maintain safe crowd numbers.
Volunteers	• Review current volunteer roles and develop new ones as required, that reflect the needs of the exhibition. • Recruit appropriate levels of volunteer assistance for the exhibition at Biennale controlled venue and at other sites for specific artist projects. • Oversee and manage day-to-day support for volunteers, ensuring regular breaks are covered. • Prepare and maintain the volunteer roster, distributing it in a timely to volunteers, and relevant staff. • Plan and deliver ongoing training and development programs for volunteers to support them. • Ensure that volunteers are thoroughly inducted regarding their responsibilities, WHS procedures and maintaining high standards of customer service. • With the Production team, ensure adequate levels of exhibition supervision are maintained at all times during the installation period and exhibition. • Supervise volunteers (with other Biennale staff) to ensure Volunteer Code of Conduct and best practice standards are maintained. • Maintain volunteer database and records in compliance with privacy requirements. • Coordinate volunteer recognition and appreciation events.
Work, Health and Safety (WHS)	• All staff are required to take reasonable care of their own health and safety and that of other personnel (including volunteers and interns) who may be affected by their conduct. • Participate in evacuation training on site
Key Performance Indicators	• Meet recruitment and retention targets for volunteers and visitor services staff • Receive positive customer service feedback