



Position title	Logistics Coordinator
Position number	1121
National Gallery level	NGA5
Employment type	Non-ongoing, 12-months (possibility of ongoing)
Department	Information Services
Portfolio	Chief Operating Officer
Immediate supervisor	Information and Data Manager
Direct reports	N/A
Position location	National Gallery, Parkes, Kamberri/Canberra
Requirements	Australian Citizenship Police Check

ABOUT THE GALLERY

The National Gallery is one of Australia's leading visual arts institutions. The National Gallery is based in Canberra and is a vital part of the Australian cultural landscape. Our Purpose is to collect, preserve, promote and share the national collection of art. The Vision of the National Gallery is to be the international reference point for art in Australia, inspiring all people to explore, experience and learn. Our Values include Boldness, Integrity, Respect and Excellence.

WORKING AT THE GALLERY

When you work at the National Gallery you will be exposed to some of the world's leading Australian and international art and artists. Located in the National Triangle on the waterfront, and your lunchtimes can be spent in our beautiful sculpture garden or around Lake Burley Griffin.

We support flexible working practices, including working from home, and you will have access to low-cost, onsite car parking.

The National Gallery is committed to the health, safety and wellbeing of our people and we expect our people to share this commitment and work safely at all times.

We value the contribution that a diverse workforce brings and encourage people from diverse backgrounds to apply. This might include identifying as First Nations peoples, people with a disability, culturally and linguistically diverse people and LGBTQIA+ people.

OVERVIEW OF THE ROLE

The National Gallery of Australia is seeking a proactive and organised NGA level 5 Logistics Coordinator to provide exceptional non-art storage and logistics support, with a strong focus on business continuity, service excellence, safety and security.

This role will be responsible for the co-ordination of our regular fortnightly non-art storage truck runs and any ad hoc runs required. You will be the primary point of contact and contract manager for the non-art storage and logistics provider and other key suppliers and liaise with relevant teams across the Gallery who access and utilise the services.

This role will also support day-to-day mail and administrative functions such as mail distribution, support for courier bookings, printing and paper stock and other general administrative duties. It will also include supporting the organisation with organising couriers and mail distribution which occurs 3 days a week on Mon/Wed/Fri 9:30am pick up and 2:30pm drop off within the Gallery building and includes mild physical duties.

This position is ideal for someone who is team orientated, and service focused with a positive approach to work and an interest in logistics and working at a cultural institution.

This position reports to the EL1 Information and Data Manager and will work closely with stakeholders across the Gallery.

OUR IDEAL CANDIDATE – SELECTION CRITERIA

Our ideal candidate will have the ability to manage time efficiently, handle multiple priorities, and bring keen attention to detail to the role.

You will have excellent verbal and written communication skills, including the ability to liaise professionally with internal and external stakeholders and suppliers. You will communicate ideas and information clearly, respectfully, and confidentially, particularly in matters relating to Gallery business.

You will have experience working within a team environment and the ability to engage with various levels of staff effectively. You will cooperate and work well with others in pursuit of team goals, collaborate and share information and accommodate different working styles of others.

You will actively seek opportunities for continuous improvement and innovation, take ownership of resolving issues promptly, and will implement changes to work practices that enhance service quality, outcomes, and timeliness.

You will demonstrate drive and commitment, a capacity for sustained effort and hard work, adaptability and the ability to remain calm under pressure.

Our ideal candidate will be technologically proficient, with demonstrated capability across a range of software applications including data entry, querying, stocktaking, inventory management, reporting, word processing, and spreadsheet tools.

Ideally, you will have prior experience in delivery services or logistics management within a fast-paced environment, along with sound knowledge of safe work practices and the *Work Health and Safety Act 2011*. Experience in contract management will be highly desirable.

WHAT WILL YOU DO – DUTY STATEMENT

In accordance with the APS 5 work level standards, you will have the following key responsibilities:

1. Oversee the day-to-day operations of National Gallery non-art delivery and storage, incoming and outgoing mail and couriers, and associated systems, processes and resources to ensure they meet the needs of the Gallery
2. Undertake mail services including booking domestic and international couriers, tracking parcels, distributing Aust Post mail and supporting management of returned mail
3. Work with records management team to support activities such as preparing hardcopy files for transport, packing or digitisation, and promoting digital recordkeeping practices

4. Provide support and guidance to National Gallery staff regarding requests for non-art items to be delivered to the Gallery or moved into storage
5. Manage the coordination and scheduling of all non-art truck deliveries and collections, sequencing them effectively to optimise shared loading bay usage. This includes meeting relevant delivery trucks, escorting external contractors through National Gallery spaces when required, and ensuring all necessary security clearances are obtained and relevant teams are informed
6. Update non-art movement information on the Collections Management System (CMS), ensuring all locations are accurate and updated in a timely manner. You'll also undertake stocktakes of non-art assets, maintain up-to-date inventories, and generate reports as required
7. Administration and implementation of contract requirements, in consultation with the Contract Manager, for non-art storage and logistics services. This includes having oversight of key performance indicators and service delivery, ensuring all inventory management and associated reporting is completed in a timely manner, and distributing reports to stakeholders as required.
8. Develop and maintain standard operating procedures and guidance related to logistics and mail services coordination at the Gallery
9. Ensure appropriate levels of printing materials are maintained, including Gallery-branded stationery, paper, and envelopes. You will monitor printer paper levels across the Gallery and place orders as required
10. Monitor and review service delivery, identifying and implementing process improvements to enhance the efficiency and effectiveness of logistics and mail services.

WHO ARE WE LOOKING FOR

To be successful in this role, you will need to demonstrate or have the ability to develop the following capabilities.

- **Achieve Results:** You will see tasks through to completion, work within agreed priorities, and will commit to delivering high-quality outcomes. You will maintain accurate records and files, and will seek feedback from supervisors to ensure satisfaction and request assistance when needed.
- **Display personal drive and integrity:** You will work diligently to achieve objectives, even in challenging circumstances. You will remain positive and respond to pressure in a calm and professional manner.
- **Communicate clearly:** You will convey messages clearly and concisely, focusing on key points and using appropriate language. You will structure written and oral communication to ensure clarity and ease of understanding.
- **Support productive working relationships:** You will actively listen to colleagues and clients, share relevant information, and contribute meaningfully to team discussions. You will collaborate closely with team members to achieve results and operate as an effective team member.

HOW TO APPLY

To apply for this role please go to the National Gallery's [Careers portal](#).

You should provide a tailored CV (**maximum of three pages**) along with a **statement** of no more than **two pages** that outlines your skills, capabilities and experience, against the information above.

In your statement response you should keep in mind the capabilities and behaviours required to be successful for this role, as identified in the information above. Try not to duplicate information that can be found in your CV but do highlight any specific examples or achievements that demonstrate your ability to perform the role.

ELIGIBILITY:

Citizenship – To be eligible for employment with the Gallery, you must be an Australian citizen.

Police Check – to be eligible for this role you must complete a police check.

ADDITIONAL INFORMATION:

Role specific mandatory qualifications /certification and/or registrations include:

- **Driver's License:** a current C Class driver's license is desirable, as occasional travel between National Gallery locations in Canberra may be required.
- Successful candidates will be required to pass a **health assessment** conducted by an authorised medical practitioner appointed by the Gallery, giving consideration to duties and job-related risks.

WORK, HEALTH & SAFETY OBLIGATIONS

The National Gallery is committed to the health, safety and wellbeing of our people and we expect our people to share this commitment and work safely at all times.

This role is required to ensure that they meet duty of care obligations as required under WHS legislation. This is achieved by:

- being accountable and taking ownership of health and safety matters within their control or ability to promote a culture of health and safety within the National Gallery
- working with colleagues to enhance health and safety and ensure that it becomes a part of everyday National Gallery business.
- completing health and safety reporting in an accurate and timely manner.

CONTACT

Further information about the position may be obtained by contacting Nasim Iqbal, Information and Data Manager on 02 6240 6404 or via email at Nasim.Iqbal@nga.gov.au.