



Culture First.
Supporting Aboriginal Art Centres
of Central Australia

JOB DESCRIPTION

POSITION TITLE:	SAM Communications and Training Coordinator
EMPLOYMENT BASIS:	Full or part time (12-month contract)
SALARY RANGE:	\$75,000 - \$85,000 (pro rata)
RESPONSIBLE TO	SAM Database Platform Manager
LOCATION:	Onsite (Alice Springs) or Remote
LAST REVIEWED:	June 2022

About Desart

Desart is a not-for-profit peak industry body for 37 Aboriginal art and craft centres across Central Australia. Based in Alice Springs, we have been providing support services, training and advocacy for over 25 years/since 1992. Desart provides a united voice on behalf of Aboriginal artists and our member art centres, aiming to ensure their recognition and sustainability as a vital cultural, social and economic resource. We provide programs that support strong governance and business practices, training and mentoring of art centre staff, advocacy and promotional opportunities through our vibrant, highly regarded events. Our programs are based on the values of culture, consultation, diversity, autonomy and transparency.

Desart's current membership comprises 37 Aboriginal art and craft centres from across five regions in the central desert. Our members represent over 8,000 artists from 16 language groups. We are a fully locally Aboriginal governed and led organisation.

About The SAM - *Stories Art Money* - Platform

SAM is an online artwork management and archival system that Desart developed for Aboriginal and Torres Strait art centres nationwide. This is the administrative tool that art centres use on a daily basis to manage their collection and perform important functions such as cataloguing works, documenting provenance, tracking sales and consignments, managing artist accounts and stocks and more. This platform reaches beyond Desart's membership to support 102 Aboriginal and Torres Strait Islander art centres nationally. An opportunity now exists to expand the SAM team and include a SAM Communications & Training Coordinator.

The Role

The SAM Communications & Training Coordinator will be responsible for providing training support to SAM clients and communication on behalf of the SAM Platform to all stakeholders. Working closely with the SAM Platform Manager, the Communications & Training Coordinator will deliver online and face-to-face SAM training to our clients and provide high level client support and engagement, troubleshoot and triage issues and, over time, become the first point of contact for the SAM Platform team.

The role will involve engaging with a diverse range of stakeholders and clients from a range of backgrounds, including remote Aboriginal & Torres Strait Islander art centres. You will deliver training courses to art centre staff across the nation, while also co-ordinating the SAM Train the Trainer Courses. The SAM Communications & Training Coordinator will also support the Platform manager to ensure online resources are updated and digital learning resources are improved. You will draft e-news and communications on behalf of the SAM Team and keep customer contact details up to date, ensuring information reaches them.

You will be working with a remote team so experience with remote relationships, networking and teamwork is an advantage.

DUTIES

Communications

- Maintain positive, trusting, open communications with SAM clients and stakeholders via various methods of communication and provide general customer service (responding to emails and phone enquiries).
- Support and troubleshoot as required with the SAM Project Manager and, where required, the SAM Maintenance & Support contractor
- Communicate with audiences from a range of cultural and social backgrounds, educational levels and multilingual competencies
- Maintain and develop strong, positive relationships with diverse Aboriginal & Torres Strait Islander art centre staff and industry stakeholders, actively engaging to build rapport.

Training

- Deliver regular SAM Training to Aboriginal and Torres Strait Islander art centre staff nationwide, online and face-to-face

- Coordinate the annual SAM Train the Trainer and refresher course to existing SAM Certified Trainers
- Collaborate with other art centre peak bodies and SAM Trainers to deliver SAM training to their member art centres
- Implement and update the SAM training timetable in collaboration with the SAM Platform Manager
- Maintain and update the online SAM course (SAM Learning Portal) and training resources (SAM Knowledge Base)
- Maintain and develop training resources as needed

Administration

- Tracking communications with the SAM Platform team via ticketing or other in-house communication systems
- Keep the Art Centre Contact Details Database up to date
- Support the SAM Platform Manager with annual membership invoicing
- Monthly reporting to the SAM Database Project Manager on tasks completed

Employee relations

- Works proactively and collaboratively within the SAM Platform team, and with the broader Desert teams to achieve shared goals
- Regular meeting and clear communication with the SAM Platform team

The Candidate

The ideal candidate will have:

- Prior experience and/or knowledge of the SAM database or similar
- Sound knowledge of Aboriginal and Torres Strait Islander art centres and their training needs
- Qualifications or 2 years' experience in adult teaching, training or mentoring, or the willingness to undertake Certificate IV in Training & Assessment, and/or
- Qualifications or experience in communications, media or product design
- Flexible, culturally responsive communication skills when working with ATSI and non-ATSI stakeholders

SELECTION CRITERIA

ESSENTIAL

1. Experience in using the SAM - *Stories Art Money* - Platform or similar database
2. Qualification or relevant experience in arts administration, media or communications (ability to review and edit online resources, summarise and present information digitally)
3. Qualifications or relevant experience in adult teaching, training or mentoring, or willingness to obtain a Certificate IV in Training & Assessment
4. Understanding of the Australian Aboriginal and Torres Strait Islander arts industry and Aboriginal art centre model
5. Mature and confident ability to respond to situations in a flexible, practical, culturally responsive way
6. Highly developed interpersonal, oral and written communication skills, including high level cultural competency and the ability to communicate in a intercultural, multi-disciplinary environment
7. Sound IT skills and experience, particularly in the use of Mailchimp, CANVA, Adobe suite, Microsoft Office software or similar.

DESIRABLE

1. Understanding of archives or collections management
2. Understanding of the national arts industry and key stakeholders, particularly in relation to Aboriginal and Torres Strait Islander arts
3. Experience teaching IT skills
4. The ability to travel interstate
5. Ability to work as a team and maintain collegial relationships remotely

Working with Desart – Why work with us?

Central Western Australia is the birthplace of the Aboriginal art movement. From painting, ceramics and punu to print making, textiles and tjanpi weaving, Aboriginal art helps keep culture, Country and Story is strong.

Desart prides itself on being an ethical, committed, Aboriginal led place to work and offers flexibility to support work/life/culture balance. Values-driven people passionate about supporting community driven, arts-based community development are encouraged to apply. We offer 6 weeks annual leave, COVID leave, salary sacrificing, relocation assistance and opportunities for growth.

Applying

To apply for this position please mark all applications '*Private and Confidential*' and address to Bronwyn Taylor, SAM Platform Manager – sam@desart.com.au .

For all enquiries, including enquiries regarding accessibility, please contact the SAM Platform Manager on 08 89214222 – press 2.

Applications close **Tuesday 6th September 5pm AEST.**