



IMA Gallery Shop and Front of House Manager

Job Title: Gallery Shop and Front of House Manager

FTE: Full time, 37.5 hours per week

Salary: \$70,000 per annum + 12% superannuation

Reporting relationship: Reports director to Director and Assistant Director Development. Direct reports Gallery Coordinator and casual event staff.

Contract: Twelve months, with renewal options.

About the role

The Institute of Modern Art (IMA) is looking for a highly motivated, enthusiastic, and experienced retail manager for the role of **Gallery Shop and Front of House Manager**. This is a fantastic opportunity for a candidate with a retail background who is interested in shaping the experience of visitors to the gallery.

The Institute of Modern Art is entering an exciting period of growth. The Gallery Shop Manager and Front of House Manager is integral to this success through driving the strategic expansion of the IMA Gallery Shop through in-person and eCommerce activities.

Reporting directly to the Assistant Director Development, you will be responsible for the daily running of front of house, overseeing all retail activities, organising and hosting retail events, assisting public programs where required, and supporting the IMA team with general administration.

The workdays of this role are to be negotiated with successful applicant. This is a full-time, five day a week position with regular hours (35) between 09:00–18:00 Tuesday to Sunday. The ideal candidate will be available to work one weekend day in addition to four weekdays. Occasional support of after-hours events will be compensated with time off in lieu.

About the IMA

The IMA is Australia's longest running contemporary art gallery and a national leader in the visual arts sector. We play a crucial role in Queensland as the largest independent gallery in the state, and the only Queensland member of Contemporary Arts Organisations Australia.

Each year the IMA presents an ambitious annual program of exhibitions, concentrating on commissioning new works by contemporary artists and connecting them with wider audiences. We also present extensive public programs including talks, tours, workshops, and educational initiatives. Complementing these activities is the IMA's longstanding and nationally recognised publishing program that contributes new research to the field of Australian contemporary art and artist practices. These initiatives are tied together through a compelling online presence which includes a dynamic website featuring exhibitions, events, online store, and an interactive archive.

About you

We are looking for a candidate who is passionate about contemporary visual arts and the Australian cultural sector with demonstrated retail experience. This is a public facing role and you will be the general

public's first point of contact with the IMA. It's essential the Shop Manager has a strong understanding of the IMA's programming and has the capacity to share information confidently with our audience.



You will have the ability to communicate with a broad range of stakeholders, as well as to work collaboratively across a small and dedicated team. You will have an interest in digital marketing, art publications, and local makers and artisans. The ideal candidate will have strong administration skills, be highly organised, have attention to detail and excellent time management skills.

Key Accountabilities

Retail

- Manage day to day operation of the IMA Gallery Shop;
- Liaise with existing suppliers and negotiate sales contracts;
- Sourcing and building relationships with new suppliers and new products;
- Achieving financial targets set in consultation with Director and Assistant Director;
- Preparing an annual budget; scheduling income and expenditure; analysing variances;
- Managing and growing distribution of IMA publications;
- Grow IMA Editions in line with organisation's strategic direction;
- Monitor consumer patterns, market changes, competitor prices and products;
- Create appealing and eye-catching visual displays including window displays, signs, interior displays, floor plans and special promotions displays;
- Identifies current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements;
- Maintains professional and technical knowledge by attending trade fairs and establishing personal networks, both locally and interstate;
- Maintains operations by informing and implementing policies;
- Curates and produces Gallery Shop events including annual Zine Fair and Market Day.

Front of House and Admin

- Manage day to day operation of gallery front desk;
- Manage a team of front of house casual staff including scheduling, training, and general supervision;
- Oversee that all opening and closing duties are completed correctly and that cleanliness and maintenance are maintained;
- Responsible for the correct operation of the POS systems;
- Balancing of petty cash and reconciling POS;
- Coordinate all IMA postage, including retail and office;
- Providing excellent customer service to guests;
- Answer the IMA phones and take down messages.
- Inventory management and annual stock take
- Management of POS (Square) and e-Commerce storefront (WooCommerce) to ensure sales are processed correctly and online orders are fulfilled in a timely manner;
- Support digital marketing strategy through market research and competitor analysis to grow online sales.

Selection Criteria

(Essential)

- Relevant tertiary qualifications *or* experience and knowledge in Visual Arts, Art History, Arts Management, Fine Arts, or community sector environments.
- Demonstrated retail experience with a working knowledge of sales systems and stock management processes.
- Proactive when working independently and as part of a small team.
- Capacity to organise and deliver retail events, and support delivery of public programs.
- A high level of digital proficiency.
- Strong administrative and time management skills.
- Ability to engage with a broad range of stakeholders to share information about IMA exhibitions and events.

(Desirable)

- Expertise and knowledge of art history and theory books and publishers.
- Experience managing casual staff.
- Competency in digital marketing and social media, or capacity to learn.
- Experience using Square (POS), WordPress (CMS) and WooCommerce (eCommerce platform) or similar systems.
- Understanding of the Australian cultural sector and contemporary visual art.
- Driver's licence, RSA, or Blue Card.
- A commitment to cultural diversity and an ability to work with people from diverse backgrounds.

Application Process

Interested applicants are encouraged to enquire about the position by contacting Odette Miller, Assistant Director Development on (07) 3252 5750 or by emailing recruitment@ima.org.au.

Applications must consist of a cover letter (one-page maximum) addressing selection criteria, a CV, and the names and contact details of two professional referees emailed as a single Word document or PDF with your name and the position title as the document's name.

Applications should be addressed to Odette Miller at recruitment@ima.org.au by Wednesday 15 April 2026.

The IMA values diversity in the workplace. Aboriginal and Torres Strait Islander people, people with disability, LGBTIQ+ people, and culturally and linguistically diverse applicants are strongly encouraged to apply for this position. Please contact us if you require any adjustments during the recruitment process.