

POSITION TITLE

Usher and Bar Assistant

LOCATION

Hannah Playhouse

POSITION STATUS

Casual

POSITION OBJECTIVE

The purpose of this position is to ensure that interaction with the Hannah Playhouse is positive and informative experience where everyone feels welcomed, valued and able to enjoy the performance experiences in a safe and friendly environment.

CONTEXT

Capital E including **Hannah Playhouse** is part of the Wellington Museums Trust (trading as Experience Wellington), a registered charity established by Wellington City Council as a Council Controlled Organisation (CCO) to manage and develop its cultural and arts visitor experiences.

Our purpose is: **Working with and for Wellington to create remarkable art, culture and science experiences that generate vitality: enriching the city we love.**

Our vision is: **Engaged, curious communities**

The **Usher Host and Bar Assistant** will contribute to the achievement of this vision by the delivery effective and efficient customer services to ensure interaction with Hannah Playhouse is positive and informative experience

KEY RESPONSIBILITIES

- Respond to general customer questions and enquiries relating to all activities at the Hannah Playhouse.
- Act as evacuation wardens in the event of an emergency.
- Effective and efficient customer service and provide general assistance to visitors
- Ushering.
- Serve behind the bar.
- Assist with restocking fridges and keeping bar area tidy.

WORKING RELATIONSHIPS

Internal: The **Usher Host and Bar Assistant** will:

- Be accountable to the General Manager, Hannah Playhouse via the House Manager.
- Work in a collegial manner with other Hannah Playhouse and Capital E staff and all other Experience Wellington staff.

External: The **Usher and Bar Assistant** will:

- Develop and maintain networks with the public; and
- Act as liaison between promoters of performances and the public at the Hannah Playhouse.

DELEGATIONS

None.

KEY RESULT AREAS

KEY TASKS AND ACCOUNTABILITIES (What needs to be achieved)	PERFORMANCE MEASURES (How it will be measured)
1. Visitor Engagement	
<ul style="list-style-type: none"> Provides a professional, positive and responsive welcome to visitors. Delivers an exceptional visitor experience to all visitors. Embraces diversity. Creates a welcoming environment for visitors from all cultures and backgrounds. Provides relevant and up to date information to visitors in an enthusiastic manner. Professionally delivers tours and programmes relevant to location. 	<ul style="list-style-type: none"> High visitor satisfaction levels as evidenced by visitor surveys. Positive interactions with visitors as evidenced by supervisor observation. Diversity appreciation practiced as evidenced by visitor feedback and supervisor observation. Information provided is clearly understood by visitors as evidenced by visitor feedback. Tours and programmes enjoyed by visitors as evidenced by visitor feedback. High levels of repeat visitation.
2. Bar Assistance	
<ul style="list-style-type: none"> Serve in and maintain the bar area of the Hannah Playhouse. 	<ul style="list-style-type: none"> Provide a welcoming and informative 'face' of the Hannah Playhouse to visitors and the general public. Frontline duties are carried out in a polite, helpful and professional manner. The standard of service is maintained throughout shifts. The bar areas are kept clean and tidy at all times Adhere to the health and safety policy and fire procedures outlined in Usher training.
3. Security	
<ul style="list-style-type: none"> Ensures full awareness of surroundings is maintained at all times. Identifies and manages risks efficiently and appropriately. Provides appropriate responses when dealing with challenging visitors. Remains alert to the safety of Wellington Museums Trust property and any property in Wellington Museums Trust premises belonging to other parties. 	<ul style="list-style-type: none"> Full awareness of surroundings is evident to supervisor. Risks are managed efficiently and appropriately as evidenced by supervisor observation. Situations with challenging visitors are defused quickly with minimum disruption to other visitors. All property in Wellington Museums Trust premises is kept safe from damage.
4. Operational Tasks	
<ul style="list-style-type: none"> Completes all operational tasks as detailed in your locations [Operations Manual/Desk File/Task List]. Completes any other operational tasks as directed by your supervisor, manager or Director. 	<ul style="list-style-type: none"> All operational tasks competently completed. Any additional tasks directed by your supervisor, manager or Director competently completed. Complies with internal policies.
5. Self-Management and Organization	
<ul style="list-style-type: none"> Plan and manage own workload and works effectively without supervision. Prioritises tasks, and manages time and resources to ensure desired results are achieved on time and to required standards. Participate in relevant training programmes. Uniform and personal presentation standards are adhered to. 	<ul style="list-style-type: none"> Deadlines are met. Service delivery standards are met and maintained as evidenced through feedback from customers and colleagues. Clean and tidy black attire with no logos or writing on them and wear a Hannah Playhouse badge while in public areas and on duty.

6. Health and Safety	
<ul style="list-style-type: none"> Plays a key role in coordinating visitors in the event of an emergency. Ensures that all Health and Safety regulations are adhered to, and that the Health and Safety of visitors, and employees is not compromised. Behaves in a way which contributes to the Trust's goal for a zero harm work environment. Leads by example on good Health and Safety behaviours at work. 	<ul style="list-style-type: none"> Visitors are kept safe and evacuated efficiently. Exhibits awareness of the Trust's Health and Safety Plan, policies and procedures and acts accordingly. Full compliance with legislation, policies and procedures is achieved. Zero Serious Harm achieved. Members of your team feel safe at work.

PERSON PROFILE

Skills, experience and qualities required for this role:

- Strong customer service orientation and experience in a broad range of customer relations..
- Previous experience working with children is an advantage.
- Ability to work and engage with visitors from all backgrounds.
- Experience in or an interest in the arts is an advantage.
- Exceptional communicator, able to relate to people at all levels.
- Adaptability and grace under pressure.
- Proactive - Foresight in recognising potential issues.
- Strong attention to detail.
- Experienced with conflict and ability to defuse tense situations.
- Able to work evenings, weekends and Public Holidays.

Role Specific Competencies:

Revenue Generation

Effective performance includes:

- Demonstrates the confidence to approach all visitors as a revenue generation opportunity.
- Knowing about and promoting other Trust sites, attractions and facilities.
- Exhibits a target driven focus to revenue generation.

Attention to Detail

Effective performance includes:

- Demonstrating the ability to attend to the detailed aspects of all tasks.
- Prioritising effectively.

Diversity

Effective performance includes:

- Treats all people with respect.
- Values diverse perspectives.
- Shows sensitivity to individual differences.

Health & Safety

Effective performance includes:

- Understands, encourages and carries out the principles of safety management.
- Complies with safety policies and procedures.
- Takes personal responsibility for safety.

Core Competencies – *Effective performance in the following core competencies is set out in the Core Competencies Guide attached.*

- Commitment and accountability.
- Applying professional expertise/Creativity & Innovation.
- Customer focus.
- Communicating effectively.
- Working together/ Teamwork.

SALARY

\$18.50 to \$20.20

CORE COMPETENCIES GUIDE

Commitment/ Accountability

Effective performance includes:

- Takes responsibility for own performance and development. (Prepares, participates, sets high standards, follows through, and is receptive to feedback).
- Takes responsibility for accurate budgeting and to operate within approved budget and delegated authority.
- Approaches change positively.
- Effectively handles conflicting and changing priorities. Is organised and manages time well.
- Displays professionalism, integrity, honesty and commitment to the Trust's vision and goals.

Applying Expertise/ Professional Expertise

Effective performance includes:

- Maintains currency and applies knowledge/skills/best practice/new technology/cultural and arts sector trends for the benefit of the position and the Trust.
- Shares expertise with colleagues and coaches/mentors new direct report staff.
- Seeks appropriate professional development to enhance knowledge, skills or experience.
- Uses expertise to add value, to improve team or Trust performance and learns from mistakes.

Customer Focus

Effective performance includes:

- Demonstrates commitment to internal (colleagues) and external customers (visitors and stakeholder) by actively listening and clearly identifying their needs.
- Responds promptly to their needs, goes the extra mile, keeps them informed of progress and follows up.
- Maintains helpful, courteous working relationships, even when the situation makes this difficult.
- Seeks feedback from customers and acts on it (e.g. follow up/refer on, identify and action service improvements).
- Looks for ways of making systems and processes more customer friendly.

Communicating Effectively

Effective performance includes:

- Conveys information clearly and concisely in a style and/or method of delivery which best meets the needs of the people receiving the message.
- Uses language and behaves in a way that recognizes cultural uniqueness.
- Creates open channels of communication, keeping people informed about events and decisions that affect them.
- Listens actively and attentively (e.g. asks appropriate questions to obtain, understand and confirm information, checks understanding of what others are saying, and observes to perceive underlying issues and concerns).
- Establishes and builds rapport with people at all levels both inside and outside the Trust Institutions to achieve benefits for the Trust.

Working Together/ Teamwork

Effective performance includes:

- Develops cooperative and supportive relationships with colleagues.
- Values, respects and consults team members and acknowledges their contribution.
- Builds enthusiasm throughout projects and encourages others to do the same.
- Participates in problem solving, discussions and communication to resolve differences and conflict.
- Maintains productive networks.
- Is accessible and approachable for colleagues.