

POSITION TITLE

Capital E National Arts Festival Host

LOCATION

Capital E, 4 Queens Wharf (www.capitale.org.nz)

POSITION STATUS

Part-time/casual (may include weekend work)

Contract Period: Tuesday 5th March to Friday 22nd March 2019

POSITION OBJECTIVE

To ensure that all education groups have a safe, comfortable and productive guided experience throughout their National Arts Festival trip.

CONTEXT

Capital E 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**

Capital E National Arts Festival Vision

Create life long connections to performing arts through inspiring first experiences.
Children will have access to the best quality New Zealand and international children's arts experiences.

Capital E National Arts Festival Mission

Celebrate the inspirational role that the arts can play in the lives of children, their families and their communities.

Create, deliver and sustain a biennial Festival event which enriches young New Zealand lives. A dedicated Festival for children, where New Zealand art works are developed and presented with true respect for their young audiences; free from condescension, free from compromise and free from the constraints of socio-economic circumstance.

The Festival Host will contribute to the achievement of this vision by providing an enthusiastic and responsive welcome to, and ensuring a rewarding and safe experience for, all visitors.

KEY RESPONSIBILITIES

1. Escort/guide large groups of school children and teachers safely to festival venues around the Wellington CBD within the scheduled time frame
2. Maintain good communication at all times with all relevant team members
3. Professionally and courteously usher individuals and groups into festival venues within scheduled time frames
4. Respond to general customer questions and enquiries relating to the festival
5. In the event of an emergency work within venue guidelines to safely evacuate the audience

Effective and efficient customer service is fundamental to successfully meeting the above responsibilities.

KEY SKILLS

- Ability to work well within a large team
- Ability to think logically and on your feet
- Ability to problem solve quickly and efficiently
- Excellent time management

- Excellent oral communication
- Excellent customer service skills

WORKING RELATIONSHIPS

Internal: **Capital E National Arts Festival Host** will:

- Be accountable to the Festival Education Host Coordinator Capital E
- Work closely with the Capital E National Arts Festival team
- Work in a collegial manner with all other Capital E staff

External: **Capital E National Arts Festival Host** will:

- Develop and maintain a good relationship with the head adult of any school/ECC groups
- Act as liaison between Capital E and schools and the public

REMUNERATION

\$20.55 per hour (for training and work hours)

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. 	<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.
2. Access For All	
<ul style="list-style-type: none"> ▪ Ensures easy and safe access is available to all visitors including those with special needs, and families. ▪ Maintains up to date knowledge of safe access ways for visitors with special needs. ▪ Exhibits willingness to assist appropriately visitors with special needs. 	<ul style="list-style-type: none"> ▪ Easy and safe access ways for visitors, including those with special needs are identified and documented. ▪ Easy and safe access ways for visitors with special needs are used when appropriate. ▪ Visitors with special needs feel welcome and valued as evidenced by visitor feedback.
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. 	<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.
4. Operational Tasks	

<ul style="list-style-type: none"> Completes all operational tasks as detailed in your locations [Operations Manual/Desk File/Task List]. 	<ul style="list-style-type: none"> All operational tasks competently completed.
5. 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:

- Proven track record within a visitor service environment.
- Experience working with families, children and young people.
- Strong visitor engagement skills, able to welcome visitors enthusiastically and responsively.
- Adaptability and grace under pressure.
- Experienced and confident in addressing groups of people.
- Experienced and comfortable in working with visitors from all backgrounds.
- The ability to think laterally.
- Experienced with understanding, encouraging and carrying out the principles of health and safety management.

Role Specific Competencies:

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.

For all employees

- Commitment and Accountability.
- Applying Professional Expertise/Creativity & Innovation.
- Customer Focus.
- Communicating Effectively.
- Working Together/ Teamwork.

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 organized 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.