POSITION TITLE
Public Programmes Coordinator

LOCATION
City Gallery Wellington

POSITION STATUS
Full-time permanent

NOTE: This position includes regular weekend and evening work. Flexibility of working hours is essential.

POSITION OBJECTIVE
The purpose of this position is to coordinate and deliver public programmes at the Gallery. The role assists with the development of programmes and then coordinates the planning and delivery supporting the Gallery’s exhibition programme and asserting our position as a hub for the city’s art/cultural life. A key objective of this role is to extend the understanding and appreciation of our art experiences to our audiences and extend reach to new audiences through relationships with our communities.

CONTEXT
City Gallery Wellington 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

Our three strategic pillars are:

- **We Change Lives**: We are committed to deepening our engagement with existing audiences and developing new audiences for our remarkable visitor experiences.
- **Embracing Te Ao Māori**: We are committed to Te Tiriti o Waitangi and embrace Te Ao Maori. We reflect this in our work and what our audiences see, feel and experience.
- **Leading the Way**: We are committed to improvement of our organisation effectiveness

The Public Programmes Coordinator will contribute to the achievement of this vision by delivering a diverse programme of public events engaging new and existing audiences.

KEY RESPONSIBILITIES

- To coordinate and deliver a diverse range of Public Programmes, from development and planning through to implementation and evaluation.
- To deliver engaging, informative and interesting programmes (including guided tours) that engage our audiences and receive positive feedback.

WORKING RELATIONSHIPS

Internal: The Public Programmes Coordinator will:

- Be accountable to the Head of Audience Engagement and Education.
- Be part of the Gallery’s Visitor Learning Team, incorporating education and public programmes.
- Be accountable for the Gallery Guides.
- Work closely with Curators, Communications team, Visitor Services team and Exhibitions team to deliver Public Programmes.
- Work in a collegial manner with all other staff.
External: The Public Programmes Coordinator will:

- Develop and maintain positive relationships with individuals, groups and organisations relevant to the work of City Gallery Wellington including:
  - colleagues in equivalent positions in other cultural institutions particularly in the museum and art gallery sector;
  - networks related to the public programmes work of the Gallery, including related community organisations and professionals, academics, artists, and colleagues from other artforms.

**DELEGATIONS**

Level C

**KEY RESULT AREAS**

<table>
<thead>
<tr>
<th>Key Tasks and Accountabilities (What needs to be achieved)</th>
<th>Performance Measures (How it will be measured)</th>
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<tbody>
<tr>
<td>1. Programme Coordination and Delivery</td>
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<tr>
<td>Work closely with the Head of Audience Engagement and Education to develop programmes that:</td>
<td>• Programmes and offerings embed Te Ao Māori principles and commitment.</td>
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<td>• are lively and diverse</td>
<td>• Audience-centric programmes are created and delivered developing new audiences.</td>
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<td>• weave our commitment to Te Ao Māori in our mahi and audience offerings</td>
<td>• Robust evidence informs planning and informs improvements.</td>
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<td>• are audience-centric culture, utilising evidence-based practice to inform experience design and to assess its effectiveness</td>
<td>• Partnering with stakeholders internal and external including the FMC team assists the successful delivery of new and existing offerings.</td>
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<td>• are inclusive in their offerings, design and implementation</td>
<td>• All BAU and programming is delivered on time and to target.</td>
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<td>• extend the audiences understanding and appreciate of art and our exhibitions</td>
<td>• Public programmes are well planned, promoted and effectively delivered on time and within budget.</td>
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<td>• engage new audiences.</td>
<td>• Family programmes are well attended, and feedback is positive.</td>
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<td>Coordinate and deliver:</td>
<td>• Gallery guides provide excellent, accessible, and appropriately pitched tours to the public.</td>
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<td>• events such as; Open Late, gallery talks, lectures, screenings, performances, tours and more. They will range from pointy-end to broad appeal, with audiences ranging from tots to professors.</td>
<td>• Arrangements are timely, appropriate, and economic. Feedback from speakers is positive.</td>
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<td>• be present at all Public Programme events (as required) to ensure smooth running of the session.</td>
<td>• Guest speakers are introduced and managed in an appropriate manner. Feedback from speakers is positive. Feedback from other staff is positive.</td>
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<td>• briefings to technicians regarding technical requirements for events in a timely manner</td>
<td>• Events promotional materials are published to coincide with exhibition season.</td>
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<td>• the Gallery Guides. Prepare tour notes (in conjunction with the curatorial team) and train the Guides each exhibition season.</td>
<td>• All administrative arrangements are made in a timely and effective manner. Feedback is positive.</td>
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<td>• The support and introduction of programme guest speakers/performers where appropriate.</td>
<td>• Gallery is represented appropriately.</td>
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<td>Working with:</td>
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<td>- marketing to develop our events programme copy to publicise public programmes.</td>
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<td>- the Visitor Learning team to devise and implement family programmes, including school holiday activities.</td>
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<td>- travel and accommodation needs of out-of-town guests, in association with Office Manager.</td>
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| Existing partnerships are maintained with external agencies. New partnership initiatives are identified as appropriate. |

2. **Programme Delivery and Reporting**

| - Operate within the budget set by your Manager. |
| - Report all relevant data and metrics including audience numbers for events and tours. |
| - Keep event schedules and calendars up to date. |

| - Budget is not exceeded. Objectives are met in an economic fashion. All expenditure is approved by Manager. |
| - Timely and accurate reports are produced. |
| - Schedules and Gallery calendars are updated in timely manner. |

3. **Supporting Commercial Drivers and Sustainability**

| - Partner internally to support revenue generation activities to achieve commercial targets to achieve our purpose. |
| - Financial and non-financial resources (employees, contractors and assets) are managed to achieve the best results for the team and Experience Wellington as a whole. |
| - Maintain and develop partnerships with external agencies to affect economies of scale, maximise audiences, and utilise expertise. |

| - New revenue generation opportunities are established. |
| - Savings are achieved without compromising effectiveness or quality. |
| - Quality is maintained or improved as evidenced through formal feedback (customers, employees, colleagues). |
| - Priorities are regularly assessed against concept and core offerings statement and changes made. |
| - Full compliance with policies and procedures is achieved. |

4. **Coordinating and Communicating Internally (Gallery Guides, events support team)**

| - Communicate, guide and support our team to enable excellence in the delivery of all programmes. |
| - Liaise with Visitor & Commercial Services Manager/Coordinator to ensure security, front-of-house, environmental control and cleaning requirements for all Public Programme events are in place. |

| - Those involved in the delivery or support of programmes are well informed, trained and supported to deliver excellence in service. |
| - There is evident communication and training taking place to ensure the smooth running of programmes. |
| - Feedback from the Gallery teams and audiences about the smooth operation of public programmes. |
5. Wellbeing, Health and Safety

- You actively contribute to the development of a zero harm culture by maintaining personal knowledge of, and following Experience Wellington’s health and safety policies, plans and procedures.
- You ensure that your decision making is aligned with the Trust’s health and safety policies, procedures and plans.
- You model good health and safety behaviours at work.
- You report concerns about aspects of the work place that may be considered a health and safety risk to you, other workers or visitors.
- You are able to respond knowledgably about Experience Wellington’s goal of a zero harm culture and the critical procedures designed to promote health and safety and to prevent harm to workers and visitors e.g. what to do during and after an earthquake and evacuation procedures (measured through the Annual Staff Engagement Survey and Annual Performance Appraisal).
- Health and safety procedures are followed e.g. hazards are notified, incidents and near-misses are reported.
- There are no preventable incidents that result in harm or injury to you, other workers or visitors.

PERSON PROFILE

Skills, experience and qualities required for this role:

- Energy, creativity, resourcefulness, initiative and flexibility.
- Event delivery experience – proven skills working on successful public cultural events, including proven ability to achieve smooth running of events.
- Effective written and oral communication skills including confidence public speaking – skilled at researching, preparing and delivering information to various audiences and subject areas.
- An understanding of Te Ao Māori, and sound pronunciation of basic Te Reo Māori as a minimum level of competency.
- Good knowledge of New Zealand’s contemporary visual arts community.
- Good knowledge of and personal networks in the broader cultural sector, with specialist emphasis on at least two of the following communities in the greater Wellington region: Māori, Pasifika, literary, performing arts, film, music, architecture, design, academic.
- The ability to gain and to keep the confidence of stakeholders
- Relevant degree – Fine Art or Art History is advantageous, but not required.
- Computer skills – Word, Excel, PowerPoint and Keynote, Patronbase, Xero and internet applications
- Strategically focused with a commitment to collaboration.
- Current driver license.

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 – audiences, guests.
- Communicating effectively.
- Working together/Teamwork.

SALARY

Negotiable between $56,903 and $60,790 (pro rata).
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 Experience Wellington’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 Experience Wellington.
- 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 Experience Wellington 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 Experience Wellington Institutions to achieve benefits for Experience Wellington.

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.