

POSITION TITLE

Kaitiaki Manuhiri | Visitor Services Team Member

LOCATION

Experience Wellington Institutions, Experiences or Offices

POSITION STATUS

Permanent, Fixed Term or Casual

REMUNERATION

As a Council Controlled Organisation (CCO) we are proud to be Living Wage Employer

POSITION OBJECTIVE

The purpose of this position is to:

- Provide exceptional, high quality customer service experiences where all visitors feel welcomed and valued
- Ensure the safety of our visitors, spaces and treasures through active supervision and our systems and procedures
- Assists with the delivery of commercial targets, through the support of selling and engaging visitors in commercial propositions and managing point of sale processes
- Engage in a wide range of work as required to deliver remarkable visitor experiences including tours, team leadership as required, hospitality and event services, and ancillary support services such as exhibition development or maintenance.

ABOUT US

Wellington Museums Trust (trading as Experience Wellington), is 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 four strategic pillars are:

- **Wheako Pōneke - Enriching Lives:**
Our experiences spark emotion, curiosity and reflection: connecting communities, people and ideas.
- **Ma te huruhuru te manu ka rere - Embracing Te Ao Māori:**
We are committed to Te Tiriti o Waitangi and support tangata whenua as kaitiaki.
- **E hara tuku toa I te toa takitahi - Mahitahi:**
Our success comes from our combined expertise and strengths.
- **Tukua kia rere - Experience Wellington flourishes:**
Our business is strong, future proofed and true to our purpose, vision and values.

The **Visitor Services Team** contribute to the achievement of this vision by; providing enthusiastic and quality service to our visitors and undertaking a variety of front of house and ancillary support functions to deliver remarkable visitor experiences.

KEY RESPONSIBILITIES

1. Visitor Engagement – present a professional and positive image of Wellington Museums Trust and deliver an exceptional visitor experience. Show an appreciation and understanding of diverse audiences, their backgrounds, and their needs.
2. Inclusion and Access – ensures easy and safe access for all visitors including those with special access needs or those requiring additional access assistance. Provides inclusive and safe communication ensuring all feel a sense of belonging.
3. Revenue Generation – maximise donation, fundraising, admissions, retail, and referral opportunities including collection of visitor data.
4. Security – awareness of surroundings, risk management, safety of Wellington Museums Trust property and safety of any property in Wellington Museums Trust premises belonging to other parties.
5. Operational Tasks – competent completion of all operational tasks, compliance with internal policies.

6. Wellbeing, Health and Safety – ensure compliance with legislation and safety of self, colleagues, and visitors.

WORKING RELATIONSHIPS

Internal: The **Visitor Services Team** will:

- Be accountable to the relevant Visitor Services Manager.
- Be accountable for the Visitor Services Teams specific to their sites of responsibility.
- Work closely with the relevant teams and in a collegial manner with all staff.

External: The **Visitor Services Team** will:

- Develop and maintain positive relationships with individuals, groups and organisations including:
 - All visitors and clients
 - Suppliers and contractors

KEY RESULT AREAS

KEY 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. • Uses Te Reo routinely in greetings, farewells, and interactions with visitors. • Delivers an exceptional visitor experience to all visitors. • Provides relevant and up to date information to visitors in an enthusiastic manner. • Professionally delivers tours and programmes relevant to location. • Professionally delivers birthday parties or other services provided by the team. 	<ul style="list-style-type: none"> • High visitor satisfaction levels as evidenced by visitor surveys. • Visitors are spoken to in Te Reo during their visits. • Positive interactions with visitors as evidenced by 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. Inclusion and Access	
<ul style="list-style-type: none"> • Supports Experience Wellington’s commitment to Te Ao Māori and Te Tiriti o Waitangi. • Assists visitors with special access or inclusion needs to visit and attend our sites and events. • Maintains up to date knowledge of safe access ways for visitors with special needs. • Exhibits willingness to assist appropriately visitors with special needs. • Provides safe, welcoming, and inclusive communication and service • Embraces diversity. Creates a welcoming environment for visitors from all cultures and backgrounds. 	<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. • Visitors and team members feel a sense of belonging and valued as an individual or group. • Diversity appreciation practiced as evidenced by visitor feedback and supervisor observation.
3. Revenue Generation	
<ul style="list-style-type: none"> • All sales opportunities are maximised, including retail, memberships, group bookings and admissions, donations and birthday parties. • Maximises retail sales by proactively seeking sales opportunities. • Maximises donation revenue by proactively seeking donations. • Improves the quality of visitor data by encouraging every visitor to provide feedback. • High quality AV and technical support is provided to internal and external clients 	<ul style="list-style-type: none"> • Sales targets are achieved. • Donation targets are met. • Membership targets are achieved. • Referral targets are achieved. • Volume and quality of visitor data improves. • Admission targets are met • Incident free functions, client/presenter feedback is positive.

4. Security	
<ul style="list-style-type: none"> Ensures full awareness of surroundings is always maintained. 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. Liquor Licence and venue hire policies are enforced 	<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. Intoxication is actively discouraged, visitors and displays/artworks are protected.
5. Operational Tasks	
<ul style="list-style-type: none"> Completes all operational tasks as detailed in your locations [Operations Manual/Desk File/TaskList]. Completes any other operational tasks as directed by your supervisor, manager, or Director. May be required to perform Visitor Services Supervisor duties. Provides effective and efficient administrative support to the Experience Team. 	<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. Performs Visitor Services Supervisor duties (if required) competently.
6. Exhibition/Museum/Visitor Attraction Support	
<ul style="list-style-type: none"> Painting or gallery preparation for exhibitions Art maintenance Maintenance of lighting equipment Other duties as required 	<ul style="list-style-type: none"> Work is carried out safely and with a minimum of impact on public areas Artwork/displays/exhibitions are protected and a record of zero harm is maintained Galleries are properly maintained, and quality of visitor experience is high calibre
7. Wellbeing, 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, including providing a safe, kind and inclusive behaviours towards colleagues. Leads by example on good Health and Safety behaviours at work. You are a designated building warden and first responder when in sole charge. 	<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

POSITION TITLE

Kaitiaki Manuhiri Matua | Visitor Services Team Support Roles

Experienced members of the team may be offered the opportunity to take on a Visitor Service Team Support Role. This role will include all duties and responsibilities of a front of house role with the inclusion of team support functions as below.

Team Support Team Leadership	
<ul style="list-style-type: none"> Assigned a specific leadership role/function in the team Provides day-to-day direction and training and support to other team members Delivers additional levels of responsibility or expertise in a specific front of house role to meet the objectives of the team and organisation. 	<ul style="list-style-type: none"> Smooth running of our Front of House Operations Clear, transparent, and fair allocation of work and duties for team members

PERSON PROFILE

Skills, experience, and qualities required for this role:

- Previous experience and success in welcoming, engaging and serving audiences, visitors or customers.
- Demonstrated inclusionary behaviours with experience working with a diverse range of people of all ages, cultures, and backgrounds.
- Demonstrated commitment to Te Ao Māori and the use of simple Te Reo words and phrases including greetings.
- Adaptable and calm under pressure with the ability to respond appropriately to conflict or complaints.
- Confident communicator who is comfortable talking in small or large groups to diverse audiences.
- Experience implementing commercial and revenue generation strategies such as retail sales, donations, memberships, referrals, and visitor data collection.
- Strong attention to detail and applying procedures including health and safety protocols and responses.
- Success in working collaboratively and flexibly within a team structure.

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 BAND 2020-2021

\$45,968 - \$48,048 per annum (calculated on a 40-hour FTE working week). Living Wage Employer.

CORE COMPETENCIES GUIDE

Commitment and 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 Professional Expertise/Creativity & Innovation

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.