

Group Administrator – Exhibitions and Projects

Our purpose

Working together with and for Wellington to create remarkable experiences that generate vitality, strengthening the city we love.

Our vision

Engaged, curious communities.

To learn more about Experience Wellington visit experiencewellington.org.nz

Role details

Group	Exhibitions & Project Delivery	Location	Wellington
Reports to	Director Exhibitions & Project Delivery	Financial accountability	Refer financial delegations policy

Work focus

Purpose and outcome

The role provides seamless and proactive administrative and office management support to enable the smooth operations of the Gallery, supporting the Exhibitions & Project Delivery and Art & Heritage Groups.

Working successfully as a collective

As a member of the Experience Wellington team, you understand our strategy and expertly explore ways to operationalise strategy in the daily mahi of the group. As an overarching requirement you keep a sharp eye on ensuring we bring a Māori dimension to our experiences and ensure the wellbeing, health and safety of our people and visitors alike through a zero-harm culture.

Scope and context of what you'll do

You provide administrative support to the Exhibition & Project Delivery and Art & Heritage Group which includes, travel bookings, seamless coordination of our exhibition openings, coordinating reporting, working closely with other teams, artists, curators, suppliers and more as required.

You proactively administering the Friends of the Gallery programme, and provide support to the City Gallery Wellington Foundation. You actively engage with the development of systems and processes that lead to improved operational outcomes and support implementation and delivery of significant projects for the organisation.

You work seamlessly with the Exhibitions & Project Delivery and Art & Heritage Groups, re-creating or building from scratch systems and processes that lead to improved efficiencies and better outcomes for the Groups. The role supports the office and group functions, and as needed takes a hands on approach to ensure the overall smooth operations of the gallery premises as required.

You challenge status quo and look for opportunities to improve, streamline or eliminate administrative problems and seek out improvements that support the groups pursuit of the strategic objectives. You are recognised for this work and share your best practice administrative initiatives and innovation with others across the organisation.

You are a 'super user' of all data management and information technology systems for the two Groups, from Xero to our CRM including the administration of travel bookings. You train and support others in the Groups and step in and problem solve, engaging with the Finance team or others to progress solutions. You take the lead on ensuring appropriate records are maintained across the Groups and provide accounts support as a back-up for team members as needed.

You are a key conduit and connector between the two Groups and other parts of the organisation. You proactively build strong working relationships across the organisation and are the go-to person who directs the traffic of enquires. You facilitate this connect through a deep understanding of the various functions and responsibilities of your groups, quickly recognising how intersects with other parts of the organisation can be supported to bring about priorities for the Exhibitions & Project Delivery and Art & Heritage groups and the organisation. As a key contributor to Exhibitions & Project Delivery and Art & Heritage Groups, you recognise from time-to-time you will need to assist others to ensure the smooth running of the overall functions. This could take the form of assisting with diary management to providing specific project support to a team within the two Groups.

Key relationships

Internal	Key relationships you have are with those delivering the following services: <ul style="list-style-type: none">• You work actively across the whole of your Groups• Finance and IT• Other Administrators or Super Users
External	You network with others in the sector in similar roles to share best practice and improve the way we do things at Experience Wellington.

Qualifications and knowledge

In addition to the skill requirements outlined in the next section the following experience is specifically required for this position:

Experience and general skills

- A track record of delivering improvements to systems and processes
- Robust IT awareness with ability to pick up new software with ease, especially Microsoft Office 365, CRM's e.g. PatronBase, and other administration systems
- Experience juggling multiple and competing projects and tasks
- Ability to build strong collegial relationships with a wide range of people to support programmes of work
- Solid experience in preparing a high standard of documentation
- Demonstrated safe set of hands for accounts or compliance accountabilities
- Proven track record of self-management and ability to identify worthy opportunities for improvement, driving projects to completion.

Skills – what you must do well

Cultural perspective

A core strategic pou of Experience Wellington is to ensure we bring a Māori dimension to everything we do. We are committed to Te Tiriti o Waitangi and support tangata whenua as kaitiaki. We know we are on a journey to build our competency and confidence to engage appropriately in this context. Experience Wellington provides the supportive environment to grow capability and you bring willingness and commitment to apply what you learn.

Character

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| Honest & open | Willing to be open and confident to share views; sees the benefit in raising what may be perceived as difficult conversations, but done constructively in the right setting. |
| Collaborative | A team player with supportive and kind communication |
| Curious | Show curiosity, flexibility, and openness in the way you approach your work. |
| Self-aware & agile | Be aware of your strengths and weaknesses, looking for ways to improve skills and adapt approach; take the time to understand different perspectives; adapt well in a changing environment. |
| Resilient | Show composure, grit, and a sense of perspective when the going gets tough. |

Capabilities and expectations

We've provided examples of what we expect of you so that you contribute to Experience Wellington's delivery of our work – mahitahi, talent development, role in the wider sector and strategic direction.

Te Whakahaere o te Tuku | Delivery Management | How will we turn what we know into what we do?

We want you to do things like this:

1. Be that self-managing person who reliably seeks solutions and gets things done, knowing when to check in with your manager.
2. Deliver on what has been agreed.
3. Connect your work with others' work across Experience Wellington, seeking opportunities to enhance what you and they do.
4. Connect audiences and Māori culture when designing, developing, and delivering work.
5. Connect with diverse communities when developing, shaping, and delivering work.
6. Lead pieces of work on your own or with others to a successful conclusion, balancing effort required with the need and size of the task, preparing and monitoring work so that others can do their job well.
7. Develop approaches to your work that are evidence-based, identify risks, and make recommendations.
8. Manage your workload, juggling priorities and competing demands for yourself and others.
9. Pro-actively offer to support others when you see they need assistance – mahitahi.

Te Whakahaere ā Parapara | Talent Management | How am I building talent for the future – for Experience Wellington and the arts and culture sector?

We want you to do things like this:

1. Build your confidence and capability in te reo, tikanga and Te Tiriti o Waitangi, encouraging others to do the same.
2. Help build our people talent by coaching and supporting others in their work. Encourage people to share knowledge, develop their skills, respect each other's abilities, and support a diverse and inclusive workplace.
3. Develop and improve performance and standards, constructively reviewing others' work, and gently asking the 'so what' questions.
4. Contribute to a positive team culture and safe work environment.
5. Take every opportunity to learn and be ready to learn from others.
6. Be ready to adapt and take the initiative, stepping in if you see help is needed beyond your own area of work to enhance our mahitahi approach.

Te Mana o te Tikanga | Systems Leadership | How do we together build for a better Wellington?

We want you to do things like this:

1. Build and maintain connections with key people and organisations, extending our networks to diverse communities to enrich our work.
2. Know how to put the audience at the centre of our work.
3. Represent Experience Wellington's work priorities well, using all opportunities to strengthen messages we want to convey.
4. Assist, collect and analyse information that is useful for developing organisational performance.
5. Initiate discussions and generation of ideas about how work could be enhanced in the context of the whole organisation.
6. Keep up with latest practices and developments in your field of work—use them, share them, and suggest adopting those that could improve the way we do things.
7. Adopt wellbeing, health and safety practices in everything we do, every day.

Mana Rautaki | Strategic Leadership | Where are we going? And how do we get there?

We want you to do things like this:

1. Contribute to developing strategy, speaking up about challenges and opportunities you've identified in your work.
2. Test strategy, suggesting practical ways to implement it.
3. Understand the strategic context for your work and how it connects more broadly across the organisation.
4. Reflect the strategic intent in your work to make it real and connect it to the work of others you work with.
5. Discuss strategic context credibly with stakeholders, partners, and your team.