

City Gallery Visitor Services Site Support

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	People, Operations & Visitor Services	Direct reports accountability	Nil
Reports to	Manager, Visitor Services	Financial accountability	Refer financial delegations policy
Location	Wellington	Special Requirements	Availability to work evenings and weekends to support the delivery of programmes and events as required.

Work focus

Purpose and outcome

The Visitor Services Team deliver provide welcoming, inclusive and quality service to our visitors and undertake a variety of front of house and ancillary support functions to deliver remarkable visitor experiences.

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

As the first face to greet our audiences you present a professional and positive image of Experience Wellington and deliver an exceptional visitor experience. This role delivers a range of duties to deliver remarkable visitor experiences including; tours, hospitality and event services. The key responsibilities for this role include visitor engagement, inclusion and access, revenue generation, security and other operational tasks. You competently undertake all operational or exhibition tasks as detailed in your locations Operations manual/Desk file/Task list and any other reasonable task as requested by your Site Supervisor, Manager or Director.

This role plays a key role in ensuring all sales opportunities are maximised, including memberships, group bookings and admissions, birthday parties, referral opportunities and collection of positive visitor data through encouraging visitor feedback. The team supports wider revenue generation through supporting the commercial offerings such as event hosting and venue hire.

You embrace our commitment to te ao Māori and te Tiriti o Waitangi and use te reo Māori with our visitors. You engage our visitors while showing an appreciation and understanding of diverse audiences and their backgrounds. Inclusion and access is a priority for us and you ensure easy and safe access for all visitors including those with special access needs or those requiring additional access assistance. Your communication ensures everyone feels safe a sense of belonging and value.

As the front of house contact you demonstrate sound awareness of your surroundings and identify and manage risks appropriately and efficiently. You remain alert to the safety of property and people in our spaces. Any situations with challenging visitors are diffused quickly, with minimum disruption to other visitors or staff. This role plays a key role in coordinating visitors in the event of an emergency and ensuring all health and Safety regulations are adhered to Experience wellington's goal for a zero harm work environment, including providing a safe, kind and inclusive behaviours towards yourself, visitors and staff. You are a designated building warden and first responder when in sole charge.

Kaitiaki Manuhiri Matua | Visitor Services 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 providing day to day direction, training and support to other team members as well as overseeing team administrative or operational tasks to ensure a smooth running of our front of house operations. The work will include banking, cash handling, reconciliation processes and key holder duties.

Key relationships –

Internal	Key relationships you have are with those delivering the following services: <ul style="list-style-type: none">• Work closely with the commercial team to deliver revenue generating offerings• Work with the public programmes and other staff to ensure the seamless delivery of events and audience offerings
External	<ul style="list-style-type: none">• Develop and maintain positive relationships with individuals, groups and organisations relevant to the work of the Visitor Services Host

Qualifications and experience

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

Experience and knowledge

- 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.

Cultural perspective

A core strategic pou 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

- 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. Reliably and consistently deliver work to a successful conclusion accurately, and independently. Know when to ask questions or seek clarification.
2. With support, successfully navigate through work that has some degree of ambiguity or requires problem resolution.
3. Understand the context of your work within the wider organisation.
4. With support from others, know how to connect audiences and Māori culture when designing, developing and delivering work
5. Think about diverse communities when developing, shaping and delivering work.
6. Manage your workload juggling priorities and competing demands
7. 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
2. Take responsibility for meeting agreed personal and team delivery and development commitments
3. Develop and improve your own performance, and work collaboratively with others to improve team performance
4. Contribute to a positive team culture and safe work environment
5. Take every opportunity to learn, and be ready to learn from others

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 across the organisation and externally in the course of your work.
2. Know how to put the audience at the centre of our work.

3. Participate constructively in the development of ways to improve our work in the context of the whole organisation.
4. 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.
5. 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. Understand the strategic context for your work, the team's work, and how it connects more broadly across the organisation.
2. Participate constructively in discussions about strategic direction and the team's plan in relation to Experience Wellington's direction.
3. Be able to discuss credibly with other people within Experience Wellington how your work is connected to the strategic direction.