

Kairuruku Tāpui | Bookings Coordinator

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	Children, Young People & Community Engagement	Direct reports accountability	Nil.
Reports to	Office & PlayHQ Team Manager	Financial accountability	Refer financial delegations policy
Location	Wellington		

Work focus

Purpose and outcome

This role ensures the smooth operation of bookings at Experience Wellington. The role may be required to provide wider administrative work to support our programmes and revenue growth.

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.



PRINCIPAL FUNDER

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke



Scope and context of what you'll do

This role plays a key role in ensuring that all education bookings for Experience Wellington activities are effectively and efficiently managed to optimise attendance and revenue. You will undertake sales calls to both initiate new business and improve cross-sell/up-sell opportunities within the education market to ensure all Experience Wellington experiences are maximised and timely and accurate bookings/sales data is collected, analysed and reported, to support relevant managers decision making, and contributes to the financial viability of Experience Wellington.

As the Bookings Coordinator, you ensure a professional and positive image of Experience Wellington is present to all customers as a point of contact for all Experience Wellington education booking inquiries. You build effective networks and working relationships with key internal and external customers.

You will keep up-to-date and informed of all Experience Wellington education programmes and scheduling throughout the year, and regularly review and update our systems and practices. You ensure the Bookings/Ticketing CRM system information is up to date and accurate, and all the CRM modules are fully operational and comply with the booking policies and procedures. You will keep customer information up to date, and training is provided as required.

Working closely with the Education team, you develop ways of communicating and promoting Experience Wellington and its programmes and activities proactively to the education sector. You implement agreed strategies with the Manager, Learning & the Marketing Lead – Capital E, including providing assistance to meet marketing timelines and evaluating and reviewing customer feedback as required. Contacts and networks within the relevant customer groups are effectively developed and maintained while you work closely with the learning teams across Experience Wellington and aid and support to the Visitor Services team as required. You will work collaboratively with all Experience Wellington staff as required and share ideas and expertise across the organisation.

This role provides administration and coordination working within office workflow procedures to ensure maximum efficiency. This includes maintaining files and records with effective filing systems, performing basic bookkeeping activities and update the accounting system. This role ensures invoices for Experience Wellington activities within given timeframes and outstanding accounts are followed up in accordance with financial policies and procedures.

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 model good health and safety behaviours at work in line with the Trust's health and safety policies, procedures and plans.

Key relationships

Internal	Key relationships you have are with those delivering the following services: <ul style="list-style-type: none">• Be accountable to the Office & PlayHQ Team Manager• Work collectively with the Learning & Marketing Teams• Work in a collegial manner with all Experience Wellington staff
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External	<p>You will develop and maintain positive relationships with individuals, groups and organisations relevant to the work of the CYPCE Group including:</p> <ul style="list-style-type: none"> • Teachers, early childhood educators and general public • PatronBase Ltd (Bookings/Ticketing software provider) and Salesforce (CRM provider) • Colleagues in similar positions in other cultural institutions, Wellington City Council, relevant government organisations. • Work closely with the Theatre Tour Manager – Live & other LIVE Contractors
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Qualifications and Knowledge

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

Qualifications

- Tertiary qualification would be beneficial but not essential.

Experience and general skills

- Excellent customer service orientation with a friendly and efficient telephone manner
- Able to relate to people at all levels
- Understanding of the education sector
- Excellent relationship management skills.
- Strong analytical and problem-solving skills.
- Energy, creativity, and resourcefulness
- An affinity with the Arts or not-for-profit sector
- Exceptional booking skills with a high attention to detail
- Excellent written and oral communication skills
- Effective time management skills

Skills – what you must do well

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.