

Mātanga Pakihi | Retail Specialist

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 Wheako Pōneke Experience Wellington visit experiencewellington.org.nz

Role details

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| Group | Operations | Direct reports accountability | Nil |
| Reports to | Commercial Manager | Financial accountability | Refer financial delegations policy |
| Location | Wheako Pōneke Experience Wellington sites | Special Requirements | Ability to work flexible hours to support the delivery of evening and weekend programmes and events. Current driver licence |

Work focus

Purpose and outcome

This role is a front facing role working from our retail space. This role enhances the visitor experience, driving financial success that supports our core purpose.

Working successfully as a collective

As a member of the Commercial team at Wheako Pōneke Experience Wellington, 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

The Retail Specialist is based in store, working closely with our visitor services team to deliver our retail experiences. The role will see you working on the retail floor as part of our Commercial team, coordinating stock and merchandising a busy retail space setting an exemplary standard for merchandising, stock management, customer care and visitor experience. You lead the daily generation of retail income within our shop to enable our financial sustainability in store. Your success is integral to our financial viability. You deliver this through an agile and considered approach to our strategy, our values, and our commercial and organisational objectives. The spaces you curate engages, inspire, and connect with our guests and visitors.

As a retail specialist, you're a storyteller who has a passion for retail. You are responsible for the daily delivery and operations within our retail space. You will thrive on delivering unique well curated and exceptionally organised spaces. You love to engage with visitors driving connection and success of our retail strategy. You are a safe and independent set of hands, managing stock, display and driving sales. You embrace our retail strategy, and you design and deliver processes to improve and maintain the operations of the retail offerings. You thrive in operational delivery. You love to be independent, love to be busy and to be on the shop floor and if you're not – you're engaged to support our Retail Delivery Lead and other commercial aspects of our organisation.

You may support retail at events and special launches outside of our core business hours and work alongside our visitor services team. You are flexible and able to engage across our sites with different focus and customers. It's about the people not - the product itself.

This role works closely with our Kaihāpai whakawhana pakihi | Retail Development Lead who manages the procurement and curation of stock for our retail and online shops. Working with the Retail Development Lead- you will support the multi-site invoice administration. You support this carefully considered approach and engage in delivering our focus on locally made product and local brands. Overall, you are responsible for the aesthetics and layout of the physical shops ensuring these are well presented and consider how best to maximise sales from stock lines or items. You also be responsible for day-to-day stock management, storage and display in line with our brand guidelines and support the visitor services team and other that may support you with all point-of-sale training and ad hoc problem solving relating to retail.

E commerce will be a big part of your day and your attention to curating a superb online presence through Shopify drives the development of our online growth and results across our multi site business. You'll feel comfortable and confident delivering our online presence and driven to own this space.

You contribute to developing and delivering an annual plan of retail offerings for all our sites at Wheako Pōneke Experience Wellington. You develop and maintain positive relationships with your colleagues across departments, suppliers and keep across retail best practice and new offerings in

the market. You consider environmental sustainability. You also lead the minimisation of retail waste at our sites and other environmental initiatives.

By analysing the purchasing data, you identify and report on trends and purchasing patterns weekly. You deliberately merchandise and highlight and monitor our products understanding how contribute to your overall pricing strategy. In quieter times, you may pick up support work from others within your commercial team to ensure commercial initiatives continue to be driven with focus and gusto.

Our focus on local makers and creatives should be at the forefront of decision making and you actively seek out opportunities to highlight this in your merchandising. Your role modelling also includes ensuring there is a Māori dimension at the heart of the retail experiences we offer, particularly placing Te Reo before English in signage and communications. You understand our strategy and our values and expertly explore ways to work with other teams across our business to maximise opportunity where possible, you are always thinking strategy in the daily mahi of the group. You have a love for art and creativity in all its forms.

Key relationships –

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| Internal | Key relationships you have are with those delivering the following services: <ul style="list-style-type: none">• Marketing team members• Visitor Services Manager, Site Managers and the Visitor Services team members |
| External | You network with others in the sector in similar roles to share best practice and improve the way we do things at Wheako Pōneke Experience Wellington. You will hold positive relationships with: <ul style="list-style-type: none">• Procurement partners• Point Of Sale technology providers |

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 in retail or a similar discipline would be an advantage

Experience and General skills

- 2-3 years success in leading retail offerings preferably with merchandising and administrative experience.
- Ability to build and maintain diverse networks of relationships internally and externally that are used to progress or deliver work together
- Experience in supporting colleagues to impart knowledge in a way that generates a positive work environment
- Self-starter who can operate independently as well as collaboratively
- Skills – initiative driven, independent and results focussed.

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. Wheako Pōneke 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, kind and consistently mana-enhancing 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 Wheako Pōneke 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 Wheako Pōneke 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 Wheako Pōneke 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 Wheako Pōneke 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.