



*New ways of seeing arts, culture, heritage & Wellington*

**POSITION TITLE**

**Experience & Visitor Services Assistant**

**LOCATION**

**Colonial Cottage & Museum of Wellington City & Sea**

**POSITION STATUS**

**Fulltime permanent**

**POSITION OBJECTIVE**

Ensure a high quality of visitor experience is delivered through visitor engagement, timely reporting on the Colonial Cottage experience and the building management and smooth running of day-to-day operations. To assist with education and experience programmes for Museums Wellington.

**KEY RESPONSIBILITIES**

- Assist with the delivery of a high quality visitor experience at the Colonial Cottage Museum;
- Ensure the facility is, and the operational processes provide, a safe environment for visitors and staff at all times;
- Provide support and delivery of events/school holiday programming at Museums Wellington sites;
- Provide support to the Museums Wellington Education Service team.

**WORKING RELATIONSHIPS**

Internal: The Experience & Visitor Services Assistant will:

- Be accountable to the Commercial Manager - Wellington Museums Trust (the Trust) for visitor services;
- Be accountable to Experience Manager - Museums Wellington for the education and experience programming
- Work closely with the Education Coordinator, Museums Wellington for the provision of the education service
- Work in a collegial manner with all other staff across the Trust.

External: The Experience & Visitor Services Assistant will:

- Develop and maintain positive relationships with individuals, groups and organisations relevant to the position including:
  - colleagues in equivalent positions in other cultural institutions particularly in the museum sector;
  - key Museum and Trust stakeholders.

**DELEGATIONS**

No delegations

## KEY RESULT AREAS

Key Tasks and Accountabilities	Performance Measures
<b>1. VISITOR SERVICES</b>	
<ul style="list-style-type: none"> <li>Deliver a high standard of customer service, meet the visitor needs and provide a welcoming and informative experience</li> </ul>	<ul style="list-style-type: none"> <li>Visitor satisfaction is high</li> <li>Visitor information is on hand at all times</li> </ul>
<ul style="list-style-type: none"> <li>In collaboration with the Supervisor Visitor Services - Museum of Wellington City &amp; Sea, train the front-of-house team</li> </ul>	<ul style="list-style-type: none"> <li>Build a team of trained staff which provide the Colonial Cottage Museum's resourcing requirements throughout the year</li> <li>Staff fully aware of all standard operating procedures for the Museums Wellington and the Trust</li> </ul>
<ul style="list-style-type: none"> <li>Undertake regular inspections of public areas of the Colonial Cottage Museum to ensure no security breaches, the facility is fully functioning and areas are clean</li> </ul>	<ul style="list-style-type: none"> <li>Proactive monitoring of areas - 80% of issues reported to Museums Wellington staff without prior visitor notification</li> </ul>
<ul style="list-style-type: none"> <li>Collect Colonial Cottage Museum visitor data and create reports, as required, for distribution</li> </ul>	<ul style="list-style-type: none"> <li>Timely, informative and accurate visitor data available</li> </ul>
<b>2. EXPERIENCE &amp; EDUCATION</b>	
<ul style="list-style-type: none"> <li>To delivering quality tours effectively to broad audiences respecting cultural diversity</li> </ul>	<ul style="list-style-type: none"> <li>Tours are delivered effectively and are culturally diverse.</li> </ul>
<ul style="list-style-type: none"> <li>To assist in delivering interesting and informative education programmes for teachers and students which ensure target numbers are met and are evaluated.</li> </ul>	<ul style="list-style-type: none"> <li>Education targets are met and positive feedback and evaluations are consistently received for teachers and students.</li> </ul>
<ul style="list-style-type: none"> <li>To assist in administering bookings for the Museums Wellington Education Service.</li> </ul>	<ul style="list-style-type: none"> <li>Booking requests are responded to in a timely fashion and accurate booking information is recorded. Resources are received by teachers in a timely manner.</li> </ul>
<ul style="list-style-type: none"> <li>To provide support in developing and delivering quality experience programmes for school holidays at Museums Wellington sites</li> </ul>	<ul style="list-style-type: none"> <li>High quality programmes are developed and delivered on time and to budget in accordance with plan</li> </ul>
<b>3. SELF MANAGEMENT AND ORGANISATION</b>	
<ul style="list-style-type: none"> <li>Plans and manages own workload and works effectively without supervision</li> </ul>	<ul style="list-style-type: none"> <li>Feedback from Manager is positive, desired results achieved</li> </ul>
<ul style="list-style-type: none"> <li>Prioritises tasks and manages time and resources to ensure desired results are achieved on time, within budget and to required standard</li> </ul>	<ul style="list-style-type: none"> <li>Desired results achieved on time, within budget and to required standard</li> </ul>
<ul style="list-style-type: none"> <li>Maintains high quality documentation and provides accurate and timely plans and reports to the Collections Manager as required</li> </ul>	<ul style="list-style-type: none"> <li>Timely, informative and accurate reports and documentation prepared and available</li> </ul>
<ul style="list-style-type: none"> <li>Participates in relevant training programmes, coaching and teaching others, and learning from others</li> </ul>	<ul style="list-style-type: none"> <li>Self and team learning is optimised</li> </ul>
<b>4. RELATIONSHIPS</b>	
<ul style="list-style-type: none"> <li>Build effective networks and working relationships with key internal and external stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Network established and positive feedback received re relationship</li> </ul>
<ul style="list-style-type: none"> <li>Representing the Trust at external forum, presenting a professional and positive image of the organisation</li> </ul>	<ul style="list-style-type: none"> <li>Professional and positive image of Trust</li> </ul>
<ul style="list-style-type: none"> <li>Ensure service delivery exceeds customer</li> </ul>	<ul style="list-style-type: none"> <li>Feedback from customers is that service exceeds expectations</li> </ul>

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**5. OTHER**

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| <ul style="list-style-type: none"><li>• Attend Museums Wellington events</li></ul>   |
| <ul style="list-style-type: none"><li>• Fulfil other duties as allocated by the Director and/or Experience Manager</li></ul> |

## COMPETENCY PROFILE

**Core Competencies** – Effective performance in the following core competencies is set out in the Core Competencies Guide below.

- Commitment/ Accountability
- Applying expertise/ Creativity & Innovation
- Customer focus
- Communicating effectively
- Working together/ Team work

### **Specialist Competencies**

- An ability to understand the visitor perspective and meeting needs of customers
- Strong organisational / time management skills
- Positive and flexible attitude
- Experience working with and achieving specific goals in teams containing a diverse range of people.
- Drivers licence.

## SALARY

\$32,272 p.a.

## CORE COMPETENCIES GUIDE

### **Commitment/ 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 Expertise/ Creativity & Innovation**

Effective performance includes:

- Maintains currency and applies knowledge/skills/best practice/new technology/cultural and arts sector trends relevant to the position.
- Applies creativity and seeks innovative solutions to achieve desired outcomes.
- Shares expertise with colleagues and coaches/mentors new 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 and external customers by actively listening and clearly identifying their needs.
- Responds promptly to customer needs, goes the extra mile, keeps them informed of progress and follows up.
- Maintains helpful, courteous working relationships with customers, 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 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.