



Tairangahia a tua whakarere; Tatakihia nga reanga o amuri ake nei
Honouring the Past; Inspiring the Future

POSITION DESCRIPTION

Job Title	Visitor Services Co-ordinator - Operations
Directorate/Team	Heritage Assets Northern / Central/Southern
Report To	Property Lead
Role Purpose	The assist the Property Lead to optimise visitor experience at the property whilst ensuring that the conservation, maintenance and collection are maintained to a high standard.
Direct Reports	Nil
Key Relationships	Internal –Property team, staff in the heritage assets team and wider regional team and operations directorate. Volunteers. External – Visitors, functions/events customers, iwi and hapu, Heritage New Zealand members, tourism sector/tour bus operators, service suppliers and providers, contractors, education sector and local community groups.

Key Responsibilities

	Deliverables/Outcomes
Performance Accountability (1)	<u>Visitor experience</u> Assist the Property Lead in co-ordinating day to day aspects of visitor hospitality and tour guiding to optimise the visitor experience. Develop and deliver a programme of visitation-generating events. Assist the Property Lead in managing the visitor experience through monitoring visitor feedback and developing and improving products such as guided tours, interpretive events, and customer service. Actively promote membership of Heritage New Zealand. Develop (or assist the Property Lead) with local marketing to drive visitation to ensure that property targets are met. Assist front of house staff and give guided tours as required. Take responsibility for updating social media sites and programmes under guidance from the Property Lead.
Performance Accountability (2)	<u>Income generation</u> Manage (or assist) with the development and delivery of income-generating merchandising.

	<p>Complete (daily, weekly and) monthly sales reports as required.</p> <p>Ensure shop is staffed appropriately at all times and ensure that shop volunteers are trained and supervised.</p> <p>Manage (or assist) with the development and delivery of income-generating functions.</p>
Performance Accountability (3)	<p><u>Property and Collection care</u></p> <p>Ensure that all staff and volunteers undertake good conservation practice as part of the daily operations.</p> <p>Assist the Property Manager with security and fire safety operations.</p> <p>Assist the Property Manager with routine and specialised inspections of the building and collections.</p>
Performance Accountability (4)	<p><u>Administration</u></p> <p>Coordinate daily & monthly record-keeping and reporting of all income related information relating to visitors, functions and merchandising including visitor numbers, retail sales, stock inventory, donations, banking, EFTPOS and cash reconciliations as required.</p> <p>Carry out telephone reception and core administrative tasks as required.</p> <p>Provide timely and accurate responses to all information enquiries and bookings.</p> <p>Relieve for Property Lead as required.</p>
Performance Accountability (5)	<p><u>Volunteer management / supervision</u></p> <p>Identify and develop opportunities for volunteer involvement in all aspects of operations, including care of the collection and garden.</p> <p>Train and supervise property volunteers.</p>
Internal and External Relationship Management	<p>Establish and maintain positive professional relationships internally and externally (particularly with stakeholder agencies).</p>
Bi-cultural Responsiveness	<p>Promote the principles of the Treaty of Waitangi (Te Tiriti O Waitangi) and the vision for Maori Heritage (Tapuwae).</p> <p>Have an awareness and sensitivity towards the cultural and spiritual values associated with Heritage New Zealand properties.</p>
Health and Safety	<p>Ensure all requirements of health and safety are exceeded and staff, volunteers and visitors enjoy a high quality experience within a safe environment.</p> <p>Ensure all accidents and near misses are reported to the Property Lead and HR in a timely way.</p>

Organisational Policies and Procedures	Establishes and maintains an understanding of the organisation's policies and procedures, and abides by them – e.g. information management, finance etc.
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Person specification - Essential Competencies and Attributes

Customer Focus	<p>Displays a commitment to delivering quality customer service, respecting the needs and aspirations of clients, tourists and visitors.</p> <p>Has the skill and experience to undertake guiding, interpretation and manage functions for small to large groups of visitors/guests.</p> <p>Presents in a well-groomed manner in accordance with the dress code for staff and volunteers.</p> <p>Communicates clearly and effectively with a wide range of people and situations in order to explain the values of the building and place.</p>
Adaptability	<p>Receptive to new ideas, willing and able to adjust to changing demands and circumstances.</p> <p>Remains calm, objective and in control in stressful situations and maintains a stable performance under pressure.</p> <p>Identifies fresh approaches to work to increase efficiency and effectiveness.</p> <p>A self-starter; seizes opportunities and acts upon them.</p>
Professionalism	<p>Demonstrates honesty, integrity, commitment and loyalty in behaviour and work performance.</p> <p>Sets high standards of excellence and quality of performance</p> <p>Is forward-thinking and committed to seeking positive heritage outcomes, pro-active approaches and innovative responses.</p> <p>Makes recommendations and decisions on appropriate information.</p>
External Relationship Building	<p>Builds and maintains positive and constructive working relationships externally.</p> <p>Achieves clear and effective two way communication with a wide range of people in all situations.</p> <p>Is respectful to the needs of the organisations customers.</p>
Team Relationships	Fosters and exhibits a strong team spirit.
Organisational Behaviours and Values	Demonstrates the organisational behaviours and values

In everything we do, Heritage New Zealand Pouhere Taonga staff demonstrate the following behaviours:

- **Tairangahia – Honouring and Respectful**
- **Kotahitanga – Collaborative and Unified**
- **Tatakihia –Inspiring and Progressive**
- **Manaakitanga – Considerate, Demonstrates Integrity and Authoritative**

Desired Qualifications and Professional Experiences

Professional Experience and Credibility	<p>High quality written communication skills to provide well-constructed marketing, education and interpretation materials.</p> <p>Excellent customer service skills</p> <p>Experience in digital and social media</p> <p>Experience in supervising and facilitating volunteers</p> <p>Experience in retail and merchandising</p> <p>Experience in organisation and management of public programmes, functions/events.</p> <p>An understanding of collection management including electronic software is desirable.</p> <p>Thorough working knowledge of Point of Sale systems</p>
A tertiary qualification	Desirable in a relevant discipline, such as business, management, museum, historic property management, tourism, marketing.