



HERITAGE NEW ZEALAND
POUHERE TAONGA

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

POSITION DESCRIPTION

Job Title	Visitor Host
Directorate/Team	Property Team/ Heritage Assets Team Northern /Southern Central, Operations
Report To	Property Lead
Role Purpose	The Visitor Host is responsible for contributing to a high quality visitor experience and care of the property.
Direct Reports	Nil.
Key Relationships	Internal – property lead, staff in the heritage assets team and wider regional team, volunteers. External – visitors, tourists, iwi /hapu, tour operators, education and other special interest groups, functions and event customers.

Key Responsibilities

	Deliverables/Outcomes
Performance Accountability (1)	Contribute to enhancing the customers' enjoyment and appreciation of the property by providing a welcoming, friendly and well cared for environment. Provide visitors with accurate, well presented and entertaining interpretation. Promote an understanding of and an enthusiasm for heritage and the organisation's work to visitors and encourage them to become members. Provide timely and accurate responses to requests for assistance. Carry out all aspects of cashiering and retail service including visitor admissions and selling merchandise.
Performance Accountability (2)	Undertake the collection and recording of admissions and associated income as required in accordance with Heritage New Zealand Pouhere Taonga financial policies.
Performance Accountability (3)	Assist with housekeeping and programmed maintenance. Assist with cleaning services as required.

	Provide a security presence during normal opening hours, at functions and events
Performance Accountability (4)	Assist with the planning, preparation and execution of public programmes and events.
Internal and External Relationship Management	Establish and maintain positive professional relationships internally and externally (particularly with stakeholders).
Bi-cultural Responsiveness	Ensure that the Treaty of Waitangi (Te Tiriti O Waitangi) and the vision for Maori Heritage (Tapuwae) are promoted. Have an awareness and sensitivity towards the cultural and spiritual values associated with Heritage New Zealand properties.
Health and Safety	Ensure all requirements of health and safety are exceeded. Report any accidents or workplace incidents to the Property Lead promptly. Identify and where possible eliminate, isolate or minimise hazards in the property in conjunction with the Property Lead.
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.

Person specification - Essential Competencies and Attributes

Customer Service Orientation	Displays a high level of commitment to meeting the needs and aspirations of Heritage New Zealand's visitors and stakeholders. Resolves issues in a solution focussed timely manner.
Adaptability	Receptive to new ideas, willing and able to adjust to changing demands and circumstances. Remains calm, objective and in control in stressful situations and maintains a stable performance under pressure. Identifies fresh approaches to work to increase efficiency and effectiveness. A self-starter; seizes opportunities and acts upon them.
Professionalism	Demonstrates honesty, integrity, commitment and loyalty in behaviour and work performance. Sets high standards of excellence and quality of performance. Is forward-thinking and committed to seeking positive heritage outcomes, pro-active approaches and innovative responses. Makes recommendations and decisions on appropriate information.

Communication	Achieves clear and effective two way communication with a wide range of people in all situations. Is respectful to the needs of the organisations customers and stakeholders. Communicates the position of Heritage New Zealand clearly and courteously. Possesses and projects an energetic and positive attitude.
Team Relationships	Fosters and exhibits a strong team spirit, as a leader and team member. Establishes and maintains constructive working relationships with managers, staff and volunteers.
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	Experience in tourism, customer service or retail. Experience in using Point Of Sale systems. Understanding of and commitment to working in a bi-cultural environment. A current first aid certificate is desirable. Clear communication skills and the ability to present information to individuals and groups.
A tertiary qualification	Desirable in a relevant discipline, such as tourism, education, public programmes.