

## Position Description

Title:	Visitor Host	Reports To:	Visitor Experience & Bookings Managers
Directorate:	People and Organisation	Direct Reports:	None
Status:	Permanent full-time, permanent part-time, fixed term or casual	Date:	December 2023

### About The Museum

Tāmaki Paenga Hira Auckland War Memorial Museum is New Zealand's largest museum, caring for more than 4.5 million taonga. We are Auckland's home of commemoration, New Zealand's oldest research institution, an education facility, and a major tourism destination. We employ approximately 300 people and have over 200 volunteers who kindly donate their time to us.

We offer a rich and fulfilling work life where we embrace diversity and nurture our bicultural capability as demonstrated in our Teu le Vā and He Korahi Māori strategies. We also offer a great range of benefits such as flexible work and leave, insurances, and an award-winning wellbeing programme.

### Purpose & Context for the Role

The purpose of this role is to enhance the Museum's public profile by delivering a high-quality visitor experience through customer service and positive interactions with the public whilst ensuring the safety and security of visitors, staff and collections.

Auckland Museum is an influential, much-loved organisation at the centre of Auckland's identity, committed to developing and sharing engaging content through its galleries, exhibition, events, and education programmes. The Visitor Host role supports these experiences through daily duties and providing a high-quality visitor experience.

The Museum is a bicultural workplace and the person in this role will uphold the principles of He Korahi Māori and Teu Le Vā.

### Accountabilities

Key Tasks:	Key Activities:
Customer Service and Visitor Experience	Be the first point of contact for all of our visitors to provide a warm welcome and a great visitor experience in keeping with Manaakitanga and Kaitiakitanga

	<ul style="list-style-type: none"> <li>• Proactively greet all visitors on arrival, providing a vibrant and friendly welcome providing any information they require for their Museum visit to ensure they have the best experience</li> <li>• Explain the terms and conditions of entry and any policy related matters in a clear, precise and friendly manner</li> <li>• Provide a prompt response to visitor queries while at the ticket desks or in exhibition spaces.</li> <li>• Maintain a good knowledge of Museum programmes and promotions</li> <li>• Handle visitor feedback in a prompt, polite and empathetic manner, escalating issues to the</li> <li>• Visitor Experience Manager as appropriate to ensure a professional and consistent response to all feedback</li> <li>• Respond to and process in a friendly and helpful manner, lost property and/or visitors who are "lost"</li> <li>• Assist other departments in the delivery of exhibitions and programmes as required</li> <li>• Attend daily briefings led by the Visitor Experience Managers and team meetings as required</li> </ul>
Ticket Desks	<p>Ensure that visitor requirements including ticketing, membership, discounts, and donations are processed in an efficient manner to maximize revenue for the Museum</p> <ul style="list-style-type: none"> <li>• Accurate processing of visitor payments including cash handling, EFTPOS, and ticketing</li> <li>• Understand visitor ticketing requirements and upselling as appropriate by maintaining a comprehensive knowledge of packages, discounts, and concessions information</li> <li>• Efficiently process pre-sales or advance tickets, external events, and group bookings</li> <li>• Process refunds in accordance with Museum policy</li> </ul>
Health and Safety and Security	<p>Provide care for and access to the building and collections for visitors and staff to ensure a safe and secure working environment and visitor experience (in keeping with Kaitiakitanga)</p> <ul style="list-style-type: none"> <li>• Understand emergency and evacuation procedures to ensure that emergency situations are handled efficiently and effectively for the protection of visitors, staff, and the Museum</li> <li>• Understand Health and Safety policy and legislation</li> <li>• Work with Security, Health &amp; Safety, Building &amp; Infrastructure and other internal customers as necessary to meet health, safety, and security requirements</li> <li>• Undertake regular checks in galleries and public spaces to proactively identify and report faults in building or equipment</li> <li>• Constantly monitor the environment and surroundings to be aware of suspicious activity and take appropriate action to safeguard visitors, staff, and the Museum</li> <li>• Provide First Aid as required in the first instance to visitors or staff</li> </ul>

	<ul style="list-style-type: none"> <li>• Champion health &amp; safety by proactively identifying, reporting, and completing incident reports as required</li> </ul>
Additional Responsibilities	<ul style="list-style-type: none"> <li>• Assist in the training and induction of other staff as required</li> <li>• Carry out daily cleaning duties in the designated areas, ensuring that public gallery/exhibition spaces are maintained to a high standard to ensure a pleasant visitor experience</li> <li>• All other duties as required</li> </ul>

## Important Relationships

### External:

- Visitors
- Events Clients
- Groups

### Internal:

- Head of Visitor Services
- Visitor Services Leadership team
- Visitor Host team
- Volunteer Services
- Health, Safety & Security Manager
- Commercial
- Learning and Public Programmes

## Our Expectations of our People

### Ensure a healthy and safe work environment

- Takes reasonable care of their own health and safety and ensures that their actions don't cause harm to themselves or others.
- Complies with any reasonable instructions, policies or procedures on how to work in a safe and healthy way.
- Understands and adheres to emergency and evacuation procedures.
- Speaks up about health and safety matters that could affect them or their workmates.
- Actively participates in hazard identification and reporting.
- Makes suggestions on how to improve health and safety at work.

### Cultural awareness

- Proactive awareness and engagement with a wide range of cultures and associated protocol and traditions within Auckland, with particular reference to the Māori Dimension (He Kōrahi Māori) and Pacific Dimension (Teu le Vā).
- Understands and demonstrates the principles and application of the Treaty of Waitangi and the implications for the work of the Museum.
- Demonstrates a thorough understanding of the Museum's specific obligations in Auckland's cultural landscape and actively contributes to its evolution from a colonial institution to a future museum.

### **Digital capability**

- Almost every role at the Museum depends upon technology to fulfil its purpose, we also use technology to create, store, protect, use, and share our digital assets. All Museum workers are responsible for the appropriate use of technology, compliance with all cybersecurity instructions, and the wellbeing of our digital assets.

### **Develop self for current and future employment**

- Knowledge and skills are developed and maintained for competent performance of current position.

## **He Waka Eke Noa – Values & Behaviours**

He Waka Eke Noa describes our unique identity and how He Korahi Māori and Teu Le Vā underpin how we think, act, and feel as employees of Auckland Museum. It is a leadership competency framework which sets out how we lead, behave and work with each other, our visitors, and communities.

- **Authentic** – Understanding our purpose, practicing our values, leading with our hearts
- **Customer Centred** – Creating memorable positive experiences for each other and our audiences
- **Respectful** – Honouring each other, valuing our differences
- **Connected** – Connected to each other, our work, and our communities
- **Growth Mindset** – We treat challenges as opportunities

## **Core Competencies Required**

### **Generosity**

- Displays goodwill towards colleagues and assumes the best of them, letting it go when mistakes are made and giving people another chance.

### **Customer Centred**

- Is always ready to share with and help others, even if they need to go out of their way.

### **Resilience and Optimism**

- Doesn't give up when faced with challenges; remains realistic, and hopeful.

### **Connected**

- Exemplifies a mahi tahi approach and cooperates with others to benefit the whole.

### **Respectful**

- Is committed to divesting themselves of colonial views and interpretations of people and taonga, values indigenous work views and knowledge.

### **Accountable**

- Holds themselves accountable for their performance, is open to feedback and asks for it.

### **Inclusive**

- Respects that people are free to be themselves and express their identities.

## Additional Competencies Required for this Role

Success in this role requires the following additional competencies.

### **Approachability (Collaboration)**

- Exhibits body language consistent with warm and inclusive communication.

### **Customer Focus (Manaaki)**

- Relates well to all kinds of people and approaches tense situation by keeping the visitor experience in mind.

### **Ethics and Values (Authentic)**

- Speaks up when others' behaviours do not align with the Museum's values.

### **Peer Relationships (Connected to each other)**

- Develops positive and trusting relationships with people characterised by openness and integrity.

### **Problem Solving (System Thinking)**

- Avoids blaming others; applies root-cause analysis to understand why a problem occurred.

### **Self-Development (Resilience and Optimism)**

- Acknowledges and acts on blind spots pointed out to them by others; doesn't take work-related situations personally.

## Skills & Experience Required for this Role

Success in this role requires the following foundations.

- Previous experience working in a customer facing role
- Proven effective and professional communication with a variety of internal and external stakeholders at all levels
- Outstanding customer service skills and the ability to handle difficult customer situations in a calm and collected manner whilst demonstrating empathy
- Consistent and proactive approach when dealing with Visitors
- Demonstration of effective teamwork
- Cash Handling experience
- Sound numerical skills and accuracy
- Understanding of individual health and safety responsibilities under the Health & Safety at Work Act
- Current First Aid Certificate preferable
- Understanding of event requirements, including visitor experience, security, and etiquette.
- Ability to work flexible hours, including evenings, public holidays and weekends

### Personal Attributes Required for this Role

Success in this role requires the following attributes.

- Problem solving and use of initiative and a “can-do” positive attitude; thinking outside of the square to solve problems or issues

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