



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
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)	<p><u>Visitor experience</u></p> <p>Assist the Property Lead in co-ordinating day to day aspects of visitor hospitality and tour guiding to optimise the visitor experience.</p> <p>Develop and deliver a programme of visitation-generating events.</p> <p>Develop and deliver a programme of school visits.</p> <p>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.</p> <p>Actively promote membership of Heritage New Zealand.</p> <p>Develop (or assist the Property Lead) with local marketing to drive visitation to ensure that property targets are met.</p> <p>Assist front of house staff and give guided tours as required.</p> <p>Take responsibility for updating social media sites and programmes under guidance from the Property Lead.</p>
Performance Accountability (2)	<p><u>Income generation</u></p> <p>Manage (or assist) with the development and delivery of</p>

	<p>income-generating merchandising.</p> <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</p>

	Property Lead and HR in a timely way.
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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	<p>Fosters and exhibits a strong team spirit.</p>
Organisational Behaviours and Values	<p>Demonstrates the organisational behaviours and values</p>

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.

See list of specific duties below

VISITOR SERVICES CO-ORDINATOR POMPALLIER

Appendix 1

Role Focus: Site Operations

Specific Responsibilities:

- **Site Operation**

Site Rostering

Visitor Host & H&S Manuals

Visitor Host Training

Volunteer Co-ordination

Uniforms Register

Site Hosting & Guiding

Collection Care – Museum Collection

- **Administration**

Timesheet Validation

Group Booking Systems – internal & external - Education | Special Interest | Trade Groups

Weddings & Functions booking & co-ordination

Account Invoicing

Cash Reconciliation & Banking

Electronic Filing System

- **Marketing**

Site Brochures | Site Guides

Site Signage – Signboards | Wayfinding | Flags & Banners

Social Media management - Facebook | Instagram | Trip Adviser

Site Labels & other collateral

Envisaged

Rostered Days : Tues – Sat

Summer: 1 Site: 4 Back-of-House

Winter: 2 Site: 3 Back-of-House