

Te Papa's Mission Statement

The Museum of New Zealand Te Papa Tongarewa is a forum for the nation to present, explore and preserve the heritage of its cultures and knowledge of the natural environment in order to better understand and treasure the past, enrich the present and meet the challenges of the future.

Position Title:

Discovery Centre Supervisor (Inspiration Station – Art and History)

Job Objective:

To operate, analyse, update and improve Te Papa's Discovery Centre attractions (each Centre has areas for children's hands-on learning and independent research) and Inspiration Station in particular.

Reports to:

Senior Discovery Centres Supervisor

Responsibilities / Tasks:

Responsibility for the ongoing success of Inspiration Station as a visitor attraction

Provide outstanding customer service

- Acknowledge customers: greet visitors warmly and courteously, and in a culturally appropriate way
- To work in all four Discovery Centres and StoryPlace.
- Be pro-active by assisting Discovery Centre visitors with their experience in the hands-on areas
- Provide information and interpretation to visitors about the Discovery Centres and Te Papa's exhibitions, activities, products and services
- Answer and monitor quality of an in-depth range of information enquires from visitors to the Discovery Centres, in particular those pertaining to art and history.
- Receive, resolve and record complaints
- Deliver Te Papa education programmes as required.

- ***Operate the Discovery Centres, particularly Inspiration Station***
 - Evaluation of the Discovery Centres
 - Meet regular reporting requirements
 - Attend daily briefings and produce rosters as required
 - Advanced problem solving of operational issues/problems
 - Monitor cash handling procedures
- ***Develop new exhibition content, visitor entertainment and programmes for the Discovery Centres, particularly Inspiration Station***
 - Develop a Discovery Centre visitor entertainment programme, including expert discovery hours, family days, events and art/craft programmes.
 - Manage and deliver the Discovery Centre content refreshment programme as per Te Papa's exhibition development process including;
 - National School outreach projects
 - New segmental display components
 - Conservation driven display changeovers.
 - Update multimedia and interactives.
 - Purchase and develop original resources, eg; games, puzzles.
 - Devise and deliver education programmes in co-ordination with the Education team – particularly for Inspiration Station
 - Ensure bicultural content is incorporated into products.
- ***Staff recruitment, training and performance management***
 - Participate in the recruitment of Discovery Centre Hosts
 - Provide Discovery Centre operations and content training
 - Performance manage two Discovery Centre Hosts
- ***Promotion of the Discovery Centres, particularly Inspiration Station***
 - Assist in the marketing and promotion of the Discovery Centres and their associated exhibits, programmes and activities
- ***Provide visitors with a safe, clean and well-maintained environment***
 - Evacuate visitors in accordance with Te Papa's evacuation procedures
 - Take appropriate action in accordance with Te Papa's Operations Manual at incidents which threaten people, collections and Museum property
 - Administer First Aid (CPR etc,) as necessary
 - Regularly spot clean display cases, table tops and surfaces
 - Recognise, report and/or take appropriate action on faulty fixtures, light bulbs, fittings, equipment and multimedia

Key Outputs:

- Successful operation of the Discovery Centres
- Successful response to all information enquires
- Successful marketing campaign for the Centres and their associated activities
- High profile changing display programme and new resources within Inspiration Station
- Comprehensive evaluation of the Discovery Centre attractions
- Discovery Centres and Inspiration Station in particular, meet revenue, numbers and customer satisfaction targets.

Person Specifications:

Generic Competencies

Biculturalism

- *Te Reo Māori* A basic pronunciation level of Te Reo Māori
- *Tikanga Māori / Customary Concepts* Has a basic understanding of tikanga Māori / customary concepts
- *Te Tiriti o Waitangi / Treaty of Waitangi* Has an awareness of the historical significance of the Treaty of Waitangi and some understanding of its contemporary application

Customer Service

- Ability to respond professionally and effectively to the needs of internal and external customers
- A very high level of commitment to customer service
- Ability to respond quickly to customers needs and to balance the requirement for standards with customers needs

Communication Skills

- Ability to be open with people, to listen effectively and express ideas, information and potential problems clearly
- Ability and flexibility to express and present ideas and information effectively in a range of different situations
- Ability to communicate complex ideas in language which is understood by all customers

Interpersonal Skills

- Ability to establish effective working relationships and contribute to team building
- Ability to work effectively with staff in the creation of a positive and productive environment
- Ability to work with a broad range of individuals and reach solutions which are widely accepted

Job Specific

Essential

- Ability to engage children and families with Discovery Centre exhibits, interactives, resources and visitor entertainment programmes
- An understanding of the key learning and leisure needs of children and family groups
- Clear understanding of different audiences' needs
- Experience in the `public front' of the museum / visitor attraction industry (or allied business)
- It is a requirement of this position that you are available for rostered work, including weekends and school / public holidays (including Christmas Day), and wear the corporate Te Papa uniform
- Strong knowledge of New Zealand art and / or history
- Experience in the concept development and design of museum attractions and / or visitor/market research
- Experience in advertising / marketing museum events and attractions
- Experience in staff performance management
- Computer literate
- Comprehensive knowledge of the Discovery Centres and a high level of knowledge of general Te Papa services
- Ability to offer to the customer Te Papa's self presentation standards
- Ability to take control in a difficult situation and or emergency
- Ability to communicate concepts and information in language which is understood by a wide audience, verbally and in written form
- Confidently and assertively convey ideas, feelings and decisions to management, customers and staff
- Ability to encourage, motivate and sustain the co-operation of others
- Ability to deal with a wide range of individuals and organisations, internally and externally, locally and nationally
- Ability to develop products that include a bicultural and/or Maori perspective and include te reo Maori.

Desirable

- Relevant qualification.
- Strong knowledge of at least two Discovery Centre theme areas (Art, History, Maori, Pacific, Natural Environment, Early Childhood)
- Project management experience
- Experience in revenue generating activities

Salary Range:

\$36,024 - \$49,533 per annum