

## **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:**

**Te Huka ā Tai Discovery Centre Hosts**

## **Job Objective:**

To contribute to the successful operation of Te Papa's Discovery Centre attractions.

## **Reports to:**

Discovery Centre Supervisor (Te Huka ā Tai)

## **Responsibilities :**

- To ensure that Te Papa visitor needs are met at all times
- To assist all Discovery Centre staff in the successful operation of the Discovery Centres and StoryPlace.
- To ensure that all hands-on elements and research facilities in the Discovery Centres are in mint condition at all times

## **Key Tasks:**

### **Specific to Discovery Centres**

#### ***Provide outstanding customer service in the Discovery Centres and StoryPlace***

- Acknowledge customers: greet visitors warmly and courteously, and in a culturally appropriate way
- Be pro-active by assisting Discovery Centre visitors with their experience in the hands-on and research areas
- Assist visitors to find their way
- Receive, resolve and record complaints

***Assist in the successful operation of the Discovery Centres and StoryPlace***

- Assist in the evaluation of the Discovery Centres
- Meet regular reporting requirements
- Facilitate StoryPlace sessions
- Assist in the development and delivery of the Discovery Centres' visitor entertainment programme

***Provide information and interpretation to visitors about the Discovery Centres and Te Papa's exhibitions, products and services***

- Inform the public about the Museum's current exhibitions, activities, products and services
- Provide a fundamental level of interpretative information about Te Papa's exhibitions, attractions and collections
- Answer an in-depth range of information enquires from visitors to the Discovery Centres
- Promote Te Papa and the Discovery Centres
- Provide in-put in to the Discovery Centres changing displays and visitor entertainment programmes
- Delivery of Te Papa tours, as required

***Provide visitors with a comfortable, clean and well-maintained environment***

- Remove rubbish or unsafe objects to provide unimpeded access throughout the Museum
- 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

***Ensure customer safety in an emergency***

- 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

***Provide security services to ensure no damage or loss to collection items or Discovery Centre resources, and safe handling of money and property***

- Follow correct money handling procedures and provide accurate balances and reconciliations
- Safeguard cash and other collected valuables

**Key Outputs:**

- Successful operation of the Discovery Centres
- Comprehensive evaluation of the Discovery Centre attractions
- High level customer satisfaction with Te Papa visitor experience
- Successful response to all information enquires
- Discovery Centres meet revenue, numbers and customer satisfaction targets

**Person Specifications:**

**Generic Competencies**

*Biculturalism*

- *Te Reo Māori: An intermediate pronunciation level of Te Reo Māori*
- *Tikanga Māori / Customary Concepts:* Has an intermediate 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
- Experience in the 'public front' of the museum/visitor attraction industry (or allied business)
- Computer literate
- 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 one of the Discovery Centre theme areas (Art, History, Maori, Pacific, Natural Environment, Early Childhood)
- 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 relate to people regardless of their gender, age, ethnic or cultural background
- Written presentation is clear, accurate and concise
- Ability to interpret Māori concepts and protocols to museum visitors.
- Understand of how to work with Taonga Māori in a museum environment.

Desirable

- Strong knowledge of at least two Discovery Centre theme areas
- Experience in delivering tours and /or public speaking to a variety of audiences