

# TeTuhi

## Position description

Job title:	Audience Engagement and Administration Assistant
Reporting to:	Executive Director
Location:	Based at 13 Reeves Road, Pakuranga, Tāmaki Makaurau Auckland. The role will also work across the wider Tāmaki Makaurau region.
Contract:	Permanent contract
Salary:	\$49,192 pro rata (0.8) (\$39,353.60 annual)
Hours:	4 days/32 hours per week

## To apply

Please email a CV and cover letter as a single PDF file with your name in the title to [recruitment@tetuhi.art](mailto:recruitment@tetuhi.art) by 9am, Monday 8 May 2023.

Please outline why you are interested in this role, how it will contribute to your career development, how your skills and experience meet the requirements of the position description and how this part time role fits in with your current commitments and future plans.

Applicants must have the legal right to work in Aotearoa New Zealand. If you would like to discuss the role prior to making an application, contact Hiraani Himona on [hiraani@tetuhi.art](mailto:hiraani@tetuhi.art).

Interviews will be held during the week beginning Monday 15 May 2023.

Te Tuhi is an Equal Employment Opportunities (EEO) employer. We are committed to Te Tiriti o Waitangi and to equity.

## About Te Tuhi

Te Tuhi is one of Aotearoa New Zealand's foremost contemporary art spaces and a leader in supporting experimental practice. Te Tuhi is committed to contemporary art that is locally engaged, regionally responsive and internationally ambitious. Te Tuhi is an independent charitable trust supported by Auckland Council and the Contemporary Art Foundation. Our exhibitions are free and open to all.

### About the role

Te Tuhi has two Audience Engagement and Administration Assistants who share front of house responsibilities between them across 7 days per week. The posts work closely together and with the Executive Director, Programme Manager, Operations Manager and Duty Supervisors to provide excellent professional reception and audience engagement services for Te Tuhi. The role's primary purpose is to communicate the exhibition programme in an accessible way to all visitors and the general public, in person and through social media. Reception and building services for various classes and venue hirers also forms a substantial part of the workload. This role helps Te Tuhi meet its aims to increase audience engagement, to develop new audiences for the contemporary art programme, to increase the diversity of its audiences and to build the reputation of Te Tuhi as a contemporary art gallery.

### Hours

This role is one of two who share the 7 day/week opening hours of the gallery, ensuring consistent service throughout the week. This is currently split into Sunday to Wednesday for one person and Wednesday to Saturday for the second person. In addition, the post holder will be required to work occasional events outside of their regular hours.

## Key tasks and responsibilities

### Audience engagement

- Proactively engage with existing and new audiences to extend the reach of Te Tuhi's contemporary art programme.
- Provide exhibition interpretation services to visitors, including taking tours of exhibitions.
- Implement Te Tuhi's digital communications strategy, including writing and scheduling content updates across all web and social media platforms.
- Maintain Te Tuhi's database of key contacts and mailing lists.
- Ensure appropriate information is available onsite including printed materials and signage.
- Assist with coordinating events including creating run sheets, organising staffing, setting up and preparing materials.

### Reception

- Open and close the gallery building, including set up of rooms and turning on and off exhibitions.
- Carry out the day-to-day administration of the reception desk, including answering the telephone, taking deliveries, and responding to general email enquiries.
- Maintain an organised and tidy reception area.
- Keep up to date with all staff diary schedules on a daily basis.

- Ensure all visitors are welcomed and assisted.
- Deal with enquiries and give information about all aspects of the gallery, including current and forthcoming exhibitions, public and education events and activities, the building and facilities, development and fundraising schemes and the gallery's history and mission.

### Sales

- Manage sales of classes, and products, including online sales, and cashing up.
- Keep accurate and up to date sales information and produce daily sales reports.
- Ensure all online sales are dispatched quickly and packaged in a professional manner.

### Venue hire

- Assist with venue hire including ensuring potential hirers are given a clear overview of their options and provided with the best room to suit their function.
- Ensuring and following up with payment. Communicating pricing and maintaining clear correspondence ideally over email.
- Have a clear overview of upcoming bookings four weeks in advance and ensure all within this period have completed relevant hire forms and paid.
- Ensuring no clashes and rooms are booked for feasible booking times.
- Assist with processing regular hires and maintaining communication with them.
- Ensure regular hire details are up to date.
- Being the point of contact with room hire and ensuring people stick to the requirements of their booking.
- Process bond refunds and/or communicate any issues regarding venue hire promptly after bookings.
- Checking that rooms are tidy before and after bookings, and making note of any issues.

### Supporting Duty Supervisors

- Maintain ongoing roster for Duty Supervisors, to ensure events and bookings are covered.
- Coordinate the work for the Duty Supervisors to carry out on evening shifts.
- Oversee the training and development of Duty Supervisors, including ensuring that at least two are trained to cover daytime shifts when required.

### Monitoring & evaluation

- Coordinate visitor surveys.
- Keep accurate records of visitor attendance figures and feedback across all areas of the gallery's activity.
- Use these to inform funder reports and internal evaluation processes.

## Administration

- Undertake a wide range of administrative support tasks including photocopying, filing, arranging meetings and providing refreshments, taking minutes, arranging travel and couriers, and research.
- Provide administrative support to class tutors, including preparing teaching materials, and tracking and communicating with students.
- Assist with management and scheduling of Zoom meetings including providing remote technical support, managing calls, providing support to classes being taught remotely, ensuring links to join calls are sent out.
- Provide office management and IT support for the staff team.
- Assist the ED with diary management, travel arrangements and administrative tasks.
- Keep up to date with relevant regional, national and international activity in the arts sector and feed into the external events diary to inform Te Tuhi's planning cycle.

## General

- Work as a part of the Te Tuhi team, providing cover and support where required.
- Undertake such other duties as may reasonably be required.
- Act as keyholder and Duty Manager when required.

## Person specification

### Qualifications

- Educated to degree level in an arts related subject, or equivalent experience.

### Knowledge, experience and interests

- Knowledge about the arts, in particular an in-depth knowledge of contemporary art.
- Knowledge about the Tāmaki Makaurau Auckland and Aotearoa New Zealand contemporary art community.
- An understanding of, and a commitment to furthering, the aims and objectives of Te Tuhi.
- A good understanding of strategies for digital communications and measuring success of digital campaigns.
- A high level of skill in producing digital content including for website, online shop and social media.
- A good level of technical skill for maintaining a database, mailing list, and website.

### Role specific competencies

- An ability to talk about contemporary art accessibly and with conviction.
- Passionate about offering outstanding customer care, with an excellent telephone manner.
- Able to talk to a wide range of people, and handle customer complaints with ease and authority.
- Excellent verbal and written communication skills, with meticulous copy proofing and a good eye for image quality.
- Excellent inter-personal skills particularly with a view to promoting the gallery.
- Highly organised with the ability to implement good operational systems and to plan, organise, schedule, and budget in an efficient, productive manner.
- Strong IT and administrative skills, including Microsoft programmes, Photoshop, and video editing software.
- Competent with use of design and publishing software.

### General competencies

- Highly efficient with an ability to produce significant output with minimal wasted effort.
- Demonstrates honesty and integrity, earning trust and maintaining confidence.
- Follows through on commitments, lives up to verbal and written agreements.
- Demonstrates ability to quickly and proficiently understand and absorb new information.
- Exceptional attention to detail, not letting important details slip through the cracks.
- Proactive and persistent, bringing new ideas to the gallery, and demonstrating tenacity and willingness to go the distance to get the job done.

- Flexible and adaptable, able to adjust quickly to changing priorities and cope with complexity and change.
- Enthusiastic, with a can-do attitude.
- Hard working, with high standards of personal performance.
- Works well in a team, establishes collaborative working relationships.