

TeTuhi

POSITION DESCRIPTION

Title:	Duty Supervisor
Responsible to:	Executive Director
Responsible for:	n/a
Hours:	Casual
Contract:	Casual
Location:	Te Tuhi, 13 Reeves Road, Pakuranga, Auckland and occasionally in schools in Auckland
Salary Range:	\$23.65/hour

About Te Tuhi

Te Tuhi is one of New Zealand's foremost contemporary art spaces and a leader in supporting experimental practice. Te Tuhi has a growing international reputation for its ambitious programme, one characterised by risk-taking with a strong awareness of social, political and environmental issues.

Te Tuhi has a long history of providing opportunities for artists of all levels with a curatorial strategy that spans showcasing local emerging artists to producing projects by leading national and international figures, balancing group and solo exhibitions. The strategic approach also prioritises contemporary Māori and Pacific art practice.

Te Tuhi offers participation and engagement programmes integrated with its exhibitions and public events providing formative art experiences for schools, local residents, community groups and people of all ages. Exhibitions are visited annually by over 5,000 students from Auckland schools who participate in workshops inspired by the exhibitions. For adults, Te Tuhi offers a wide scope of art education programmes including Art Today, a course on understanding contemporary art, and tutored lessons in painting and interior design.

Te Tuhi is a registered Charitable Trust, Te Tuhi. It receives funding from Auckland Council to deliver high quality contemporary art to the Auckland region. This amounts to approximately 40% of its annual running costs. It proactively raises the rest from a variety of income streams including grants, sales of Te Tuhi products, art classes and the hiring of spaces within the gallery complex. It also relies on the support of individuals and private organisations.

Purpose of position

To provide customer service and facility supervision to Te Tuhi during evening periods (week day and weekends) on an agreed roster basis. In addition to occasionally to provide day time cover for front of house staff.

The ideal candidate will have a knowledge of contemporary art and previous experience of working within a public venue. A commitment to learning about, and promoting, Te Tuhi's programmes is essential.

Responsibilities

Facilities management and security

- Opening and closing the building, including set up of rooms and equipment and turning on and off exhibitions.
- Ensuring the safety of Te Tuhi and its visitors and equipment
- Ensuring the building is secure at all times, locking and unlocking rooms as required and ensuring the security of unoccupied office spaces .
- On-the-job problem solving and dealing efficiently with issues as they arise.
- Ensuring all spaces are left clean and tidy at the end of the day.

Customer service and sales

- Ensure all visitors are welcomed and provided with relevant information.
- Deal with enquiries and give information about all aspects of Te Tuhi, including current and forthcoming exhibitions, public and education events and activities, classes, the building and facilities including venue hire and the café, development and fundraising schemes and the history of Te Tuhi.
- Answering the telephone and responding the general email enquiries, passing on messages to day staff where required.
- Taking bookings, making sales, cash handling and till reconciliation.
- Recording feedback from visitors and passing on to day staff.
- Deal with difficult situations in a calm and effective manner.

Administration

- Undertake a wide range of administrative support tasks including photocopying, filing, making brochures, data entry, setting up for meetings and providing refreshments.
- Other tasks that we may reasonably ask you to complete.

Key relationships:

Internal relationships	Nature or purpose of contact
Executive Director	Line management
Centre Administrator	Facilities management
Audience Engagement and Administration Assistants	Day to day work management

External relationships	Nature or purpose of contact
Te Tuhi visitors	Liaison and bookings
Suppliers	Facilities management

Person specification

		Requirement
Qualifications		
1	A first aid qualification	Desirable
Knowledge, experience and interests		
2	Knowledge of contemporary art	Essential
3	An understanding of, and commitment to furthering, the aims and objectives of Te Tuhi	Essential
4	An understanding of access issues and best practice in a public venue	Essential

5	An understanding of health and safety and security standards as they affect a public venue.	Essential
6	Experience of working within a gallery, heritage or visitor destination	Desirable
7	Experience of working in customer service	Desirable
8	Experience of working in an unsupervised position	Desirable
9	An understanding of, and sensitivity to, the diversity of cultures, ages and socio-economic backgrounds of the people of Auckland	Desirable
10	Knowledge of Te Reo and Tikanga Maori	Desirable
11	Computer literate	Essential

Role specific competencies

12	A professional approach to working with the public	Essential
13	An ability to talk about contemporary art accessibly and with conviction, with a wide range of groups.	Essential
14	Passionate about offering outstanding customer care, with an excellent telephone manner.	Essential
15	Calm under pressure, able to maintain stable performance when under stress, and confident in dealing with emergency situations.	Essential
16	A proactive approach to promoting the principles of equality and diversity in relation to visitor needs.	Essential
17	An ability to talk to a wide range of people, and handle complaints with ease and authority.	Essential

General competencies

18	Highly organised with the ability to implement good operational systems and to plan, organise, schedule, and budget in an efficient, productive manner.	Essential
19	Highly efficient with an ability to produce significant output with minimal wasted effort.	Essential
20	Demonstrates honesty and integrity, earning trust and maintaining confidence.	Essential
21	Follows through on commitments, lives up to verbal and written agreements.	Essential
22	Demonstrates ability to quickly and proficiently understand and absorb new information.	Essential
23	Exceptional attention to detail, not letting important details slip through the cracks.	Essential
24	Proactive and persistent, bringing new ideas to the gallery, and demonstrating tenacity and willingness to go the distance to get the job done.	Essential
25	Flexible and adaptable, able to adjust quickly to changing priorities and cope with complexity and change.	Essential
26	Enthusiastic, with a can-do attitude.	Essential
27	Hard working, with high standards of personal performance.	Essential
28	Works well in a team, establishes collaborative working relationships.	Essential
29	Commitment to Equal Opportunities	Essential
30	A sound understanding of the Treaty of Waitangi, commitment to promote te reo Maori and provide opportunities for Maori development.	Essential