

# TeTuhi

## Position description

Job title:	Duty Supervisor
Reporting to:	Operations Manager
Location:	Te Tuhi, 13 Reeves Road, Pakuranga, Auckland and occasionally in wider Tamaki Makaurau Locations
Contract:	Casual
Salary:	\$26/hour
Hours:	Casual

## 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)

In your cover letter please outline why you are interested in this role, and 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 Operations Manager Amberleigh Carson at [amberleigh@tetuhi.art](mailto:amberleigh@tetuhi.art).

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 a leading platform for contemporary art in Aotearoa New Zealand, with a programme consciously and continually shaped towards rigorous, adventurous, and socially engaged artistic experimentation. Te Tuhi's primary focus is on commissioning new work by creating stimulating contexts for artists to respond and work within. Alongside the gallery in Pakuranga, Te Tuhi runs Parnell Studios and Parnell Project Space on the platform of Parnell Train Station, and operates O Wairoa Marae in Howick where its artist development programme, Papatūnga (platform), is based.

Te Tuhi delivers a strong programme of community engagement, including public events integrated with its exhibitions, and providing formative art experiences for schools, young people, community groups and people of all backgrounds and ages. Te Tuhi runs Arts Out East, the community arts brokering for the Howick Local Board area.

### About the role

To provide customer service and facility supervision to Te Tuhi during evening periods (week days 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.

### Key tasks & responsibilities

#### Facilities management & 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 & 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.
- Answering the telephone and responding to general email enquiries, passing on messages to day staff where required.
- Taking booking enquiries, making sales, cash handling and till reconciliation.
- Recording feedback from visitors and communicating these to daytime 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.
- Complete allocated administrative projects.
- Other tasks that we may reasonably ask you to complete.

## Person specification:

### Qualifications

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

### Knowledge, experience & 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.
- Ability to produce 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 and schedule 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.