

TeTuhi

Position description

Job title:	Audience Engagement and Administration Assistant
Reporting to:	Executive Director
Location:	Based at 21 William Roberts Road, Pakuranga, Tāmaki Makaurau Auckland. The role will also work across the wider Tāmaki Makaurau region.
Contract:	Permanent contract
Salary:	\$57,824 pro rata (0.8) (\$46,260 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 by **9am Friday 14 March 2025**.

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.

Interviews will be held during the week beginning 24 March 2025.

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 both national and international artists to make new work by creating stimulating contexts for artists to respond to and work within.

Te Tuhi presents work in its galleries in Pakuranga and Parnell, around Auckland and Aotearoa, internationally and online. Te Tuhi offers artists and curators opportunities to develop their practice through studios, awards, residencies and internships both in Aotearoa and overseas. Integrated with its exhibitions, Te Tuhi provides public programmes for general audiences and for schools.

Te Tuhi has been embedded in its local community for 50 years, delivering arts and cultural experiences for schools, young people, community groups and people of all backgrounds and ages. Arts Out East is Te Tuhi's community arts brokering programme for the Howick Local Board area in East Auckland. Te Tuhi operates O Wairoa Marae, an urban marae in Howick. Te Tuhi Café is Aotearoa's first training café for people with intellectual disabilities, and Te Taiwhanga Taiohi is East Auckland's Youth Space in Botany Town Centre. Te Tuhi's building in Pakuranga also hosts a vast range of independent community groups.

About the role

Te Tuhi has a team of 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, Exhibitions Programme Manager, Operations Manager, Programme Coordinator, Marketing and Communication Coordinator 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 a team who share the 7 day/week opening hours of the gallery, ensuring consistent service throughout the week. This role is 8:45am – 5:15pm, four days per week, including one weekend day. In addition, the post holder will be required to work occasional events outside of their regular hours, for which they will be entitled to take TOIL.

Key tasks & 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.
- Being the point of contact with room hire and ensuring people follow the requirements of their booking.
- 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.

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 & 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.