

POSITION DESCRIPTION

Position Title: Waiaroha Visitor Host

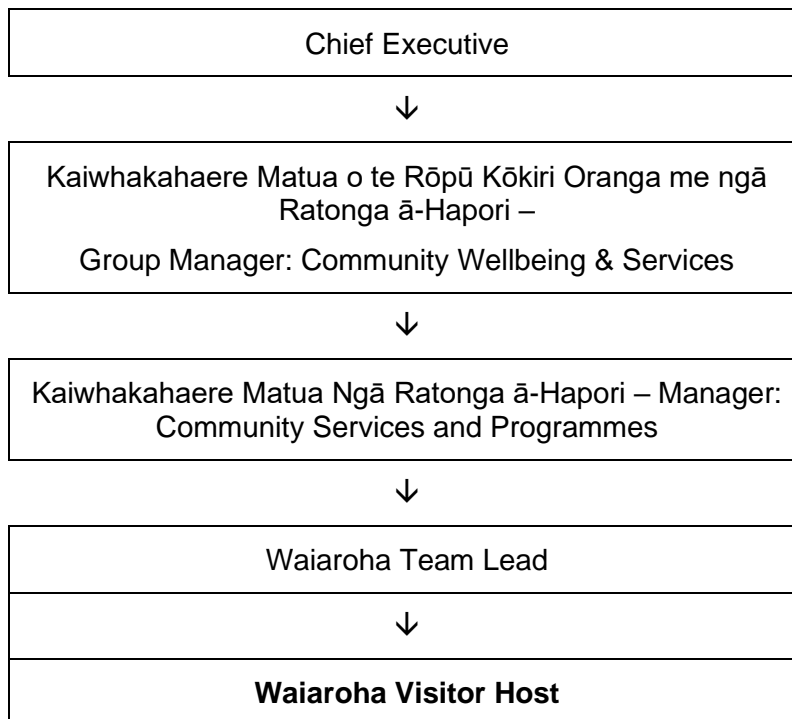
Team: Community Services & Programmes

Group: Community Wellbeing & Services

Responsible To: Kaiarataki i te Hā o Waiaroha - Waiaroha Team Leader

Responsible For: Nil

Organisational Context:



Tirohanga Whānui - Council's Vision for the Community

Heretaunga Whenua Houkura, Heretaunga Hapori Ora
Fertile Land, Prosperous People

Kaupapa Mātāmua - Our Organisational Mission

E mahi ngātahi ana hei painga mō te iwi me te kāinga, i tēnei rā, āpōpō hoki
Working for our people and our place, today and tomorrow

Ngā Uara – Our Values

Te Mahi Tahi - Working Together

- We work collaboratively
- We are flexible and creative
- We celebrate our successes and have fun

Te Whakaaweawe - Making a Difference

- We strive for excellence
- We are all accountable
- We serve our community with pride

Mana Tangata - Respecting Others

- We are inclusive
- We are honest and reliable
- We act with integrity and professionalism

Oranga Tangata - Supporting Wellbeing

- We encourage life balance
- We care for our work whanau
- We bring a positive attitude

Working effectively with Māori

Hastings District Council aspires to a kaitiakitanga conducted in good faith at all times with respect to the aspirations and expectations of Maori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Context

Our vision for the Hastings District represents the foundations of our community: land and people. We are focused on protecting and enhancing our fertile land and the life-giving waters which support it and helping the people of this place to fulfil their aspirations and prosper together.

Across the local government Community Wellbeings, we are seeking:

- Economic - a sufficient and supportive economy
- Environmental - a healthy environment and people
- Social – a safe and inclusive place
- Cultural – a vibrant place to live, play and visit.

The Hastings District Council organisation emphasises capabilities such as working together, a can-do attitude, a spirit of service, enabling, community engagement and partnership development alongside traditionally valued technical and management skills and capabilities. Excellence in performance from the organisation as a whole and from individuals is needed.

Purpose of Position

This role is part of the Community Wellbeing and Services Group. The Group includes Aquatics and Splash Planet, Hastings Sports Centre, Camberley Community Centre, Flaxmere Community Centre, Hastings District Libraries, Te Whare Waiaroha, Security, Senior Housing, Community Development, Youth Development, Community Safety, Welcoming Communities, Community Grants, Hastings City Art Gallery and Toitoti.

This role also includes a strong working relationship with the Pou Ahurea Team (Advisor Team, Relationships, Responsiveness and Heritage).

Developed and built with kaupapa Māori/Mātauranga Māori, Waiaroha is not only about the tangible, educational and infrastructure outcomes but also the processes in the development of Waiaroha and those involved. The ethos of Te Whare o Waiaroha, is likened to the whare tipuna where this ethos provided the guiding principles for its development and ongoing place here in Heretaunga. Waiaroha has been designed as a visitor learning centre with outdoor and indoor spaces for interactive and hands-on learning open to the public.

The purpose of this position is to assist the realisation of the vision for Waiaroha by:

- **Greeting and guiding visitors to Waiaroha**
- **Delivering and facilitating programmes and events to ensure all visitors to Waiaroha have a positive and enriching experience;**
- **Providing administrative support to the Waiaroha Team Lead**
- **Creating a safe and secure environment for all visitors to Waiaroha;**
- **Ensuring the space is tidy and clean, both inside and outside.**

This is achieved through:

- **Visitor experience**
- **Events and programmes delivery**
- **Administration**

Other

- We all have responsibility for Health and Safety, therefore the staff member in this role shall:

- Ensure compliance with the provisions of the Health and Safety at Work Act 2015, and all applicable regulations, Codes of Practice, standards and guidelines.
- Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.
- Promptly and accurately report and record any workplace injuries and incidents.
- Civil Defence and Incident & Emergency activities as required. Local government is responsible for looking after communities in the event of a Civil Defence situation. This means that once you have ensured the safety of your family and property, you may need to assist with civil defence or critical incident management.
- Council has an Employee Handbook which includes a Code of Conduct – staff are expected to comply, along with all other organisational policies and procedures.
- Such other duties as may be allocated by the manager from time to time.

Key work areas for which this position will have a responsibility are:

Visitor experience

- To open and close the whare on time when required
- Deliver guided tours of the facility - greeting and guiding visitors, provide quality customer service by engaging and adding value, sharing knowledge and expertise
- Facilitate education visits, delivering activities with groups
- Participate in cultural welcomes for groups, such as through pōwhiri, whakatau and waiata
- Public areas of Waiaroha are presentable, safe and welcoming.
- Ensure resources are prepared and spaces set up for group visits.
- Ensure long term activity resources are set up daily and maintained.
- Any exhibitions are secure and presented appropriately.
- Assist with public and staff safety, building and collection security

Events and programmes delivery

- Participate in cultural events on site.
- Assist in the preparation and delivery of larger one-off events and other programmes at Waiaroha.
- Contribute ideas for both regular and one-off activities.

Administration

- Coordinating visitor bookings, demonstrating excellent and professional customer service via phone and online.
- Maintain accurate statistics.
- Assisting in the maintenance of process documentation.

External
Waiaroha visitors
General public

Internal
All HDC Staff
Pou Ahurea Team
Manager, Arts and Culture

Committees/Groups

Ngāti Kahungunu Iwi Incorporated	Community Wellbeing and Services Team
Individual marae/hapū across Heretaunga	Building Maintenance Managers
Event organisers	
Security Providers	
Community organisations	

Important Functional Relationships

Person Specification

Qualifications

- Minimum NCEA Level 2 and/or relevant experience in an educational/visitor experience situation

Knowledge/Experience

- Previous customer service experience in an educational/visitor learning environment
- Knowledge of te reo Māori and tikanga Māori
- Knowledge and confidence in waiata
- Knowledge of local Mātauranga ā-iwi, Mātauranga ā-hapū useful
- Experience in dealing with the public and handling difficult situations.
- Understanding the role of Council.

Key Personal Competencies

- Competent in use of Microsoft office suite and Internet.
- Proven customer service ethic and a commitment to providing quality services.
- Able to demonstrate a well organised approach to work with proven ability to consistently achieve deadlines.
- Excellent interpersonal skills, both oral and written.

Personal Attributes

- Outgoing, cheerful personality, well-groomed and well presented.
- Punctual
- Mature, even tempered and co-operative nature.
- Self-disciplined and work well under pressure.
- Exercise discretion and complete confidentiality at all times.
- Possess high standard of integrity, performance, presentation, and professionalism.
- Sensitive to people's needs.
- Flexible in working hours.
- Awareness and understanding of Te Tiriti o Waitangi.
- Able to learn quickly, act quickly and appropriately.