

Position Description

Position Title: Public Engagement Co-ordinator – He Waka Tuia

Reports To: Manager – Invercargill Public Art Gallery

Purpose:

To co-ordinate the public engagement for He Waka Tuia (HWT), Invercargill's collaborative exhibition space funded by Invercargill City Council for the Invercargill Public Art Gallery (IPAG) and the Southland Museum and Art Gallery (SMAG). As the first point of contact for all visitors, your primary focus will be providing friendly and helpful information about the space and its exhibitions while ensuring that all visitors receive a consistently high standard of care. You will also play an essential role in the HWT team by providing social media and administrative support for exhibitions and public programming. You will keep the space clean, tidy and inviting to visitors, while providing a security presence in the space.

What you will do

Customer Service and Public Engagement

- Welcome visitors in an upbeat and positive manner, providing information about exhibitions, programmes and events.
- Ensure that all visitors are given an opportunity to actively engage with the exhibitions.
- Maintain an awareness of 'reading' the public to know when assistance is welcome, i.e. when visitors are happy to engage in conversations about the exhibitions, and when people are happy to be independent.
- Ensure that all issues, problems and complaints are acknowledged and resolved in a timely fashion, seeking advice from senior staff where required.
- Promptly identify the needs of those seeking information and/or services, and provide all the relevant information or direct the enquiry accordingly.
- Respond promptly to telephone calls and emails.
- Handle all money transactions in line with ICC policies
- Conduct tours and talks for groups as requested.

Social Media/Website

- Assist, when appropriate, in the delivery of the HWT Communications Plan in relation to social media/website.
- Investigate and evaluate other social media platforms for use at HWT.
- Develop social media content in conjunction with the Manager.
- Ensure the HWT social media platforms are regularly updated weekly and delivered in accordance with the HWT Communications Plan.
- Ensure that all social media correspondence is responded to within 24 hours.
- Ensure the HWT website is updated monthly, as required to reflect current and upcoming exhibitions; as well as information on items from the collections
- Ensure all exhibitions are advertised on local/national event websites

Administration

- Undertake exhibition administrative tasks:
 - Developing and sending MailChimp newsletters Preparing exhibition invite databases
 - Distribution of exhibition invites
 - Maintaining RSVP lists
 - Proof-reading
- Provide administrative support for Public Programming
 - Development of public programming work sheets
 - Co-ordinate and manage bookings
 - Liaising with school and community groups
- Stocktaking of kitchen and office supplies

Technical Support

- Check daily that all electronic security systems, audio-visual and exhibition technologies are operating
- Resolve technical malfunctions promptly to restore functionality and user experience.
- Escalate any significant technical issues to the Manager.

Security and Safety

- Ensure that all Covid 19 cleaning protocols of the exhibition spaces are undertaken according to agreed protocols and MOH Guidelines
- Maintain Covid 19 entry requirements
- Provide security of the exhibition space by observing visitors, managing the security system and auditing collection items on display.
- Inspect gallery spaces on a regular basis so that that security of the public and cultural property on display in public spaces is maintained.
- Ensure security cameras are monitored regularly.
- Prevent where possible, offensive dangerous or compromising behaviour within the space which might adversely affect the collections, people, the building or property.

Facility Inspection and Maintenance Reporting

- Ensure that the space is maintained so as to enable its safe, comfortable and enjoyable use
- Where required, request repairs or replacement of the facilities components promptly to the Manager
- Prepare and reinstate galleries and facilities for functions as necessary.
- Support the cleaner to keep the facilities in a clean and tidy condition with regular checks and maintenance of facilities over the weekend.

What You Will Bring

The below qualities, knowledge and skills are the key focus for this role and are used to assess an applicant's suitability for the role and the incumbent's performance in the role.

Education and Qualifications

Essential:

- Three years secondary school education, preferable with NCEA Level 2/3 or equivalent passes in English, Mathematics.

Desirable:

- NZQA qualifications in retail, customer service, or front line reception.
- Kiwi Host or similar service based training.

Knowledge, Skills and Experience

Essential

- Interest and knowledge of art, culture and heritage.
- Demonstrated experience in administering a business social media page and/or websites.
- Demonstrated ability in previous customer services roles.
- Experience in undertaking general administrative duties.
- Experience and confidence in approaching people who may wish to engage in conversation regarding the exhibitions, or visitors who may be contravening security policies.
- Competent computer skills, including Microsoft office.
- Experience in cash handling and documentation.
- Ability to communicate well and to relate to a diverse range of people and interpret their differing needs.
- Experience in, or the ability to give presentations or talk to groups.
- Ability to demonstrate adaptability to new technology and systems that enhance customer service.
- Interest in and experience with computers and audio-visual equipment.

Desirable

- Knowledge and understanding of tikanga Māori.
- Previous experience in an art gallery, museum or similar environment.
- Previous experience in security and/or facilities maintenance.
- Previous experience in working in retail
- Understanding of the role of museums and art galleries in communities
- Demonstrated use of MailChimp software

Other

- First COVID vaccination received by November 15 2021. Second COVID vaccination booked for prior to January 1st 2022

Key Relationships

Internal

IPAG employees

ICC Arts, Culture & Heritage employees

Other Invercargill City Council employees

External

Clients/public

Community groups and organisations

IPAG Board & ICC Elected Representatives

ICC Executive Leadership Team