



**Our Vision:** To be the “must experience” venue that uses New Zealand’s heritage, Kiwi ingenuity, transport, technology, and the associated stories in a creative and interactive way to educate and inspire the innovators of tomorrow.

**Position:** Educator / Visitor Services Host

**Reports to:** Education Manager / Visitor Services Coordinator

## PURPOSE OF THE ROLE

This combined role works in a different capacity at different times of the year, to meet the varying demands of the Museum’s education and public programming. Through terms two and three (May – September) the Educator responsibilities will apply, and the role will report to the Education Manager. Through terms one and four (October – April) the Visitor Services Host responsibilities will apply, and the role will report to the Visitor Services Coordinator.

As Educator this role is responsible for the delivery of MOTAT’s education programmes on and off site, providing interactive and engaging learning experiences for all age groups, including early childhood.

As Visitor Services Host this role is responsible for engaging with visitors in the Museum’s exhibitions, public programme activities, and in the front-of-house retail spaces. The intent of this role is to Host the spaces and enhance the visitor experience to provide and understanding of both the Museum and kiwi technology, ingenuity, and the associated stories MOTAT shares.

## RESPONSIBILITIES

### EDUCATION

- Deliver innovative education programmes, which are fundamentally linked to the NZ Curriculum and Te Whariki; that satisfies teacher/students’ needs and the specific requirements of MOTAT’s contracted commitments.
- Embody teaching best practice as established in Teaching Council of Aotearoa New Zealand Standards for the Teaching profession: *The Standards | Ngā Paerewa*.
- Embody museum best practice as established in *Code of Ethics & Professional Practice of Museums Aotearoa*.
- Provide memorable, ‘hands-on’, interactive learning experiences that enhance and enrich the visitor experience at MOTAT, including pre-visit negotiation of learning goals and post-visit review of the experience.
- Engage with all business processes required for monitoring and reporting of Education services.
- Participate in professional development opportunities as required to remain professionally informed, including liaison with sector groups.

### VISITOR SERVICES

- Actively engage with MOTAT visitors to provide a high-quality experience and represent the Museum in a professional manner and providing an emotionally engaging and intellectually stimulating experience in your area (or areas) of expertise.
- Greet and deliver tour groups to programmes and activities across the MOTAT sites, as required.

- Proactively maintain up-to-date knowledge and understanding of permanent and temporary exhibitions and displays, upcoming events and programmes, and retail stock and promotions.
- Provide feedback and assistance in the planning, preparation and delivery of visitor services activities and experience and the day-to-day delivery of visitor experiences at MOTAT.
- Take opportunities in quieter periods to clean and maintain visitor spaces, following any guidelines set out by the Retail, Exhibitions, and/or Conservation teams.
- Provide visitor services in one or more of the following areas; visitor services (entry and ticketing), exhibitions hosting, programme and event hosting, and Little Flick operations.
- Ensure that programmes and events are hosted as per the guidelines set out by the Visitor Experience team, at all times meeting the expectations of the project lead or event manager.
- Assist with event setups, at times working independently following a brief set by the Events Coordinators.

#### GENERAL RESPONSIBILITIES

- Promptly attend to visitor concerns and monitor the general safety of visitors in and around the Museum and promote healthy and safe practices across the Museum.
- Remain up-to-date on emergency procedures in accordance with the overall Emergency Response policies and procedures, including emergency telephone use; where appropriately trained act as part of the Emergency Response team.
- Provide assistance to other members of the Education team and Visitor Services team, as required.
- Model behaviours consistent with MOTAT's values.
- Follow all museum policies and procedures, including, but not limited to Health and Safety and Museums Aotearoa's Code of Ethics.
- Undertake any other reasonable duties as may be required to ensure that MOTAT's objectives are met.

#### KEY PERFORMANCE INDICATORS

- Maintain visitor satisfaction ratings of 85% or better, particularly with respect to visitor interaction and education outcomes.
- Ensure the visitor and teaching spaces are presented and maintained to a high standard every day.
- Being an effective team member; attend all training sessions, briefings and monthly meetings as required.
- Ensure a consistent level of punctuality, presentation, and reliability.

#### KEY RELATIONSHIPS / DELEGATED AUTHORITY

<b>Responsible for:</b>	Nil
<b>Internal Liaison:</b>	Education, Bookings, Finance & Commercial, Retail, Tram Drivers, Museum Experience Hub, MOTAT Team
<b>External Liaison:</b>	Visitors, Education Sector Groups, Iwi Groups, Professional Associations, Suppliers

#### BUDGETARY AUTHORITIES

Nil

## SKILLS & EXPERIENCE

- New Zealand teaching experience in ECE, primary and/or secondary sector (preferred).
- Demonstrated interest in or exposure to teaching social history and STEAM-based subjects.
- Commitment to working in partnerships under Te Tiriti o Waitangi in Aotearoa New Zealand. Knowledge of te reo, tikanga, and mātauranga Māori is desirable in this role, however as keen willingness to learn is a 'must have'.
- Ability to interact with people of all ages and backgrounds.
- Highly developed interpersonal, communication, organisational, problem solving, and time management skills.
- Demonstrated ability to use language, style, and expression (verbal and non-verbal) effectively so that understanding is maximised. An ability to communicate fluently in other languages (desirable but not essential).
- Ability to motivate and inspire enthusiasm for learning.
- Demonstrated high level of customer service skills ideally from within the education or GLAM sectors.
- Experience dealing with a diverse customer base across a variety of cultures and ranging in age from children through to adults.
- Willingness to travel outside of Auckland to deliver education experiences.
- Current full drivers' licence.

## Ō MĀTAU UARA *OUR VALUES*

### **AUAHATANGA** *INNOVATION*

We will be courageous and try new things

### **NGĀTAHITANGA** *COLLABORATION*

We will work as a team that respects and supports others

### **MOTUHĒHĒTANGA** *INTEGRITY*

We will act ethically and with respect and transparency

### **PŪMAUTANGA** *SUSTAINABILITY*

We will foster knowledge and promote technology that is beneficial to our community and environment

This document covers the broad results expected from the position and will form the basis of specific objectives to be agreed and reviewed on a regular basis.