



OUR VISION: To use the past, present and future technology, and ingenuity of Aotearoa to educate and inspire the innovators of tomorrow.

- KIA WHAKATŌMURI TE HAERE WHAKAMUA –

Position: Visitor Experience Developer

Reports to: Visitor Experience Manager

PURPOSE OF THE ROLE

Under the direction of the Visitor Experience Manager, the Visitor Experience Developer provides an effective linkage between MOTAT experiences by taking an active role in the creation, coordination, and delivery of all public programmes, including holiday and weekend experiences and events.

This is a creative, hands-on position, which requires work outside of core business hours to deliver and continually improve MOTAT's unique programme of experiences and events.

RESPONSIBILITIES

- Work closely with the Visitor Experience and Visitor Services teams to create concepts, complete research, evaluation and design, develop and deliver public programmes that will enhance the MOTAT experience for all visitors. Encouraging repeat visitation on loyalty from visitors.
- Design the content and interactive elements of experiences and events, as required by the Visitor Experience Manager, ensuring that the practicalities of user experience are considered, and the Visitor Services team is engaged in the development process.
- Proactively identify opportunities for continued visitor engagement with experiences after they have left the MOTAT sites through digital content and outreach.
- Identify and work with suppliers to deliver programme and events collateral and interactives, as required.
- Identify, develop, and implement opportunities that contribute towards enhancing the visitor experience.
- Work closely with the Visitor Services Coordinator, Visitor Experience Developer – Mātauranga Māori, and Events Lead and Coordinator to order and procure services necessary for the service delivery of MOTAT experiences and events.
- Work alongside the Visitor Services Technician to build interactives, as required, and ensure that all content and interactives are built and maintained in a timely manner and as intended.
- Supervise and coordinate the delivery of MOTAT experiences and events, to ensure that all visitor interactions work in the manner intended and that the experience elements are functioning effectively.
- Order and procure all services necessary for the successful delivery of holiday and weekend experiences.
- Collaborate with the Public Programmes team to ensure that the Museum's experience operation is performed smoothly and efficiently and provides a positive, enjoyable and welcoming experience to all visitors.
- Conduct site checks to ensure that experience concepts are working as intended.

- Identify opportunities to work with the Digital Engagement Manager to introduce digital elements into MOTAT experiences.
- Contribute to the enhancement of the MOTAT experience by continually evaluating and reporting to the relevant coordinator or manager on various projects; work closely with them to implement recommended enhancements.
- Produce professional business plans and debrief documents before and after the delivery of each experience. Ensure that all parties involved are thoroughly briefed.
- Produce effective, professional event safety plans for experiences, as required, working closely with the Health & Safety team to ensure that obligations are met.
- Provide on-the-ground support for experience event setups and event days, as required by the wider Public Programmes team.
- Model behaviours consistent with MOTAT values.
- Follow all museum policies and procedures, including, but not limited to Health & Safety and the Museums Aotearoa's Code of Ethics.
- Undertake any other reasonable duties as may be required from time-to-time to ensure that MOTAT's business objectives are met.

KEY PERFORMANCE INDICATORS

- Timely completion of all research, costings, and concept presentations to the wider Museum Experience team.
- Effective and timely completion of experience and event scheduling, delivery and documentation.
- Effective and timely completion of key deliverables on budget, on schedule, and ensuring that all health and safety obligations are met.
- Eliminating any foreseeable negative impacts on MOTAT experiences or its customers.
- Effectively maintain ongoing working relationships with the MOTAT team and other relevant stakeholders.

KEY RELATIONSHIPS / DELEGATED AUTHORITY

Responsible for:	n/a
Internal Liaison:	Public Programmes, Finance & Commercial, External Relations' Marketing and Communications Team, Educators, Visitor Research Advisor, Retail Manager, Exhibitions Team, and wider MOTAT Team members.
External Liaison:	Special Interest Groups, Suppliers

BUDGETARY AUTHORITIES

\$2,000

SKILLS & EXPERIENCE

- 2-3 years' experience in event and experience development and delivery.
- Creative technologies, design, or other relevant qualification.
- Strong project management and planning skills, including experience managing project budgets.
- Excellent written and oral communication skills.

- Demonstrated experience in the application of Te Tiriti o Waitangi and the application of tikanga and mātauranga Māori within cultural organisations.
- Experience working to fixed timelines with a high-degree of organisation and attention to detail.
- Computer literacy and demonstrated competence in Microsoft Office applications.
- Demonstrated technical competency to assist in the build of physical and digital interactives and other content.

Ō MĀTAU UARA OUR VALUES

AUAHATANGA <i>INNOVATION</i>	We will be courageous and try new things.
NGĀTAHITANGA <i>COLLABORATION</i>	We will work as a team that respects and supports others.
MOTUHĒHĒTANGA <i>INTEGRITY</i>	We will act ethically and with respect and transparency.
PŪMAUTANGA <i>SUSTAINABILITY</i>	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.