



Tō Mātau Moemoeā Our Vision is 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: Technology in Action Coordinator

Reports to: Technology in Action Manager

PURPOSE OF THE ROLE

Reporting to the Technology in Action Manager, this position is responsible for providing supervisory assistance and organisation of the Technology in Action ('TIA') team and TIA rostering to ensure a seamless visitor experience. This position supports all aspects of Technology in Action at MOTAT, ensuring the safe and regular operation of collection and non-collection items, including but not limited to those related to Tramway Operations, Pumphouse, Rail and Steam Operations, Print Shop, and Blacksmith.

While the incumbent may have a specific area of focus or expertise, an understanding of all areas, in order to support the cross-functional team is critical to the success of the role.

RESPONSIBILITIES

- Actively support the Technology in Action Manager in the day-to-day delivery of TIA programmes and activations to MOTAT visitors; supporting the team to ensure that MOTAT visitors receive a high-quality experience every time.
- Proactively maintain up-to-date knowledge and understanding of MOTAT's operations and ensure that this is communicated to the Technology in Action team, as required.
- Support the development and clear communication of Technology in Action rosters; this involves the rostering of collection operations crew members (tramway and railway), drivers, and operators and the clear communication of this roster to both the operators and others in the MOTAT Team, as required by the Technology in Action Manager.
- Support the delivery of the collection operations plan, to allow more heritage vehicles, machinery, and objects to be operated across the Museum.
- Work closely with the Technology in Action Manager, Safety and Wellbeing, and relevant trainers to ensure that the TIA team are well trained in all aspects of their roles.
- Ensure that only appropriately trained team members are rostered for operations.
- Actively focus on visitor needs and be informative and knowledgeable in all visitor interactions.
- Act as a back-up to Technology in Action team members, where appropriately trained to do so.
- Troubleshoot issues, as they arise, which may impact the day-to-day delivery of the visitor experience, working closely with relevant team members to expedite a resolution; this may include working with the workshop teams to troubleshoot infrastructure issues.
- Act as the 'Traffic Manager' for the tramway when the Technology in Action Manager is not onsite.
- Ensure all procedures, processes and documentation related to Technology in Action team are adhered to and completed correctly and in an efficient manner.

- Work with others in the wider Public Programmes team to support the planning, preparation and delivery of visitor experiences at MOTAT.
- Promptly attend to visitor concerns in the first instance and pass on to the Technology in Action Manager all feedback; issues that require management intervention on the day should be directed as appropriate.
- Monitor the general safety of visitors in and around the Museum and promote Safety and Wellbeing 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 and act as part of the Emergency Response team and/or as a MOTAT first aider.
- Provide support and/or relief to any other areas of the Museum, as and when required, to actively support the delivery of the MOTAT experience.
- Attend all training sessions, briefings, and team meetings; running or supporting these as required.
- Follow all museum policies and procedures, including, but not limited to Safety and Wellbeing and the Museums Aotearoa's Code of Ethics.
- Embrace a mindset of continuous improvement in understanding and implementing the principles of Te Tiriti o Waitangi.
- 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

- Ensure the effective delivery and communication of Technology in Action rosters and plans.
- Role model good behaviours through attending all training sessions, briefings and monthly meetings.
- Ensure a consistent level of punctuality, presentation, and reliability.
- Effective and timely completion of key deliverables, on budget and on schedule.

KEY RELATIONSHIPS / DELEGATED AUTHORITY

Responsible for:	Nil
Internal Liaison:	Technology in Action Team Members, Public Programmes, Collection Workshops, Safety and Wellbeing, MOTAT Team
External Liaison:	Museum Visitors

SKILLS & EXPERIENCE

- Demonstrated understanding of at least one area within the Technology in Action portfolio.
- Planning and coordination experience gained through a similar environment.
- Demonstrated interpersonal skills with a demonstrated ability to relate to people.
- Experience dealing with a diverse customer base across a variety of cultures.
- Intermediate to advanced IT skills; in particular advanced Excel skills would be highly regarded.
- Experience working in a complex health and safety environment (preferred).

OUR VALUES

Ō MĀTUA UARA

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.