

Front of House Guide – Clapham’s Clocks

Provide a welcoming and engaging front of house service on behalf of the Museum to ensure a high-quality visitor experience. Be equipped with adequate knowledge and enthusiasm required to run small tour presentations of the Collection for our walk-in visitors. Assist your team in ensuring the overall presentation of the museum is clean, well-organised and well-promoted.

Our Tikanga

Whanaungatanga

(fostering relationships and a sense of connection)

- We build on relationships established through shared experiences and working together.
- We get to know each other and take time to greet each other.
- We create opportunities to build relationships and share knowledge with a diverse range of people.
- We value the people around us and their unique contribution to the organisation.

Manaakitanga

(showing respect and care for others, hospitality, kindness, and support)

- By showing manaaki we lift the mana (prestige) of all involved.
- We are part of the community and care about outcomes for external and internal customers.
- Our interactions with customers will respect and support their needs.

Kotahitanga

(unity, solidarity, togetherness, and collective action)

- We have one shared direction, and we all work together towards achieving it.
- We will stop doing anything that strays us from the agreed path to success.
- Our processes lead us to unified outcomes for our customers.
- We speak as one voice.

Atawhaitanga

(protection, stewardship, trust, and a responsibility for long term outcomes)

- We deliver our responsibilities in the management and sustainability of our District in a trustworthy way.
- We collaborate and establish partnerships that enhance our role in the social, environmental, economic, and cultural wellbeing of our communities

Our expectations

As part of the Whangarei District Council, we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational values, working together, and focussing on outcomes rather than tasks.

That means we will:

- provide strong customer service to all our customers
- operate collaboratively as a total Council team, and
- deliver our services in a way that is best for the district (as opposed to best for the Council).

In short, we want you to think about what we are trying to achieve, and then work as a team to provide great services to the residents of our district.

Front of House Guide - that's your primary task at Whangarei District Council. But working with us is much more than simply completing the task – it's about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

We're crafting a new way of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our customers; we do it by working together as a group; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

What you will do

- Provide a welcoming experience to visitors, taking the time to make enquiries about the purpose of their visit and communicating service options as appropriate.
- Present enthusiastic guided tours with engaging stories of the museum collection for our walk-in and pre-booked tour visitors.
- Utilise the knowledge within your team and other in-house resources to build up specialist knowledge of the Museum Collection.
- Assist your team in ensuring the overall presentation of the museum is clean, well-organised and well-promoted.
- Ensure the reception area is welcoming and displays/information are kept up to date.
- Ensure the retail section of the shop is regularly promoted and items are re-stocked when required.
- Utilise museum software (E-hive) to complete condition reporting for collection items.
- Ensure all security procedures are followed regarding alarms, locks and safe.
- Provide casual customer services relief at the WDC iSite on a casual rostered basis.

What we all do

- Demonstrate a commitment to cultural awareness in all aspects of work and development.
- Demonstrate a commitment to Council's Diversity policy in all aspects of work and development.
- Embrace training and professional development opportunities for continuing improvement.
- Undertake Civil Defence Emergency Management responsibilities if required

Customer service

- Demonstrate a "customer first" culture within the team, department and in the wider organisation.
- Act as a Customer Advocate in the team, department and in the wider organisation.
- See customer feedback as an opportunity to improve service.
- Develop partnerships within the organisation to meet customer needs.
- Contribute to the development of customer focused policies and procedures.

Health and safety

- Accurately and promptly report all accidents, incidents, and risks by the end of the working day.
- Keep yourself and others safe.
- Adhere to all Council Health & Safety policies, procedures, and guidelines.

What you will bring

- Qualification related to Customer Services/quality delivery at NZQA accredited, New Zealand Certificate level.
- Experience with providing a range of varied services to customers.
- Previous experience presenting to a group or tour guiding.
- Diplomacy and the ability to deal with a diverse range of customers.
- Self-motivated with good initiative.

