

POSITION DETAILS

TITLE	Gallery Assistant
REPORTS TO	Manager Arts & Heritage
LOCATION	Te Kōputu a te whanga a Toi Whakatāne Library and Exhibition Centre
DATE	October 2024
DIRECT REPORTS	NA
FINANCIAL DELEGATION	NA

PURPOSE OF POSITION

This position has a key role to support with the delivery of the Galleries services to the community. This position will primarily assist in the gallery with exhibitions, public programmes, gallery events and exhibition documentation. From time to time also support the Museum team with front desk duties and Library Experience team with their outreach programming.

KEY ACCOUNTABILITIES

KEY RESULT AREAS	EXPECTED OUTCOMES / PERFORMANCE INDICATORS
VALUES	<ul style="list-style-type: none"> Ensure the best interests of the organisation are represented at all times ensuring Council values are reflected in behaviours and professional delivery of role.
KEY AREAS OF GALLERY ASSISTANCE	<ul style="list-style-type: none"> Help with installation and de-installation of exhibitions. Help with exhibition openings and gallery events. Provide assistance with school visits and public programmes. Assist with gallery documentation of exhibitions and photographs.
EXHIBITIONS AND PUBLIC PROGRAMMES	<ul style="list-style-type: none"> Assist in the installation of exhibitions to a high standard and within set timeframes. Assist in the preparation of walls and plinths. Assist in maintaining tools, storage areas, equipment areas, and materials for exhibition changeovers. Assist in the delivery of public programmes to engage a broad audience that promotes and supports exhibitions.
MARKETING AND COMMUNICATIONS	<ul style="list-style-type: none"> Assist in developing and growing the Libraries and Galleries brand, visitor experiences. Assist in documenting/ photographing exhibitions for social media purposes.
CUSTOMER SERVICE	<ul style="list-style-type: none"> Provides excellent customer service through proactive and knowledgeable response and follow up for all Libraries and Galleries customers. Ensure all public areas are clean and tidy. Promote services to customers and visitors to the Whakatāne District Provide accurate information to all customers
CONTRIBUTION AND OUTREACH	<ul style="list-style-type: none"> Assists in the successful development and delivery of the Libraries and Galleries services, programmes, initiatives and outreach activities. Participates in gallery openings and events and activities and in preparing displays, digital promotions.

<p>HEALTH, SAFETY AND WELLBEING</p>	<ul style="list-style-type: none"> • Role model positive workplace culture across the organisation and prioritise Health, Safety and Wellbeing activities. • Understand the issues and risks associated with your business area and manage them effectively. • Understand and implement Council’s documentation and procedures to ensure risks to health and safety of those in the workplace are eliminated and / or controlled. • Accurately report all work-related hazards, incidents and accidents and implement follow up corrective actions, as required. • Provide support, as required, to the Senior Health, Safety and Wellbeing Advisor to complete internal audits, assessments and investigations. • Attend and complete Health and Safety training ensuring certification, as required, is current. • Undertake active worker participation and engagement in Council’s health, safety and wellbeing practices and projects.
<p>ADDITIONAL DUTIES</p>	<ul style="list-style-type: none"> • Maintain professional knowledge. • Assist with Emergency events as instructed and attend relevant training in Civil Defence as required. • Complete other duties that may be required, in agreement with the line Manager.

MATTERS WHICH MUST BE REFERRED TO THE CURATOR EXHIBITIONS

- significant health & safety issues
- delays in responding to customer requests
- risks associated with exhibitions and public programmes
- any matter that may affect the reputation of the Libraries and Galleries team

KEY RELATIONSHIPS

EXTERNAL	INTERNAL
<ul style="list-style-type: none"> ▪ Exhibitors, artists, writers, and designers ▪ Community, Researchers, Volunteers ▪ Whanau, hapū and iwi ▪ Professional associations ▪ Funders, sponsors, and stakeholders 	<ul style="list-style-type: none"> ▪ All Council Staff – especially Libraries and Galleries; Museum and Research Centre Teams ▪ Volunteers

PERSON SPECIFICATION	
QUALIFICATIONS & PROFESSIONAL MEMBERSHIPS	<ul style="list-style-type: none"> Relevant qualification or experience in Fine Arts, Visual Arts, Art History, Art handling and Nga Toi Maori.
EXPERIENCE	<ul style="list-style-type: none"> Experience and awareness of the diverse cultural and political landscape we work and live in. Proven experience in delivering excellent customer service. Demonstrates an understanding of surface preparation and painting. Demonstrates attention to detail Demonstrates strong time management skills Demonstrates initiative by seeking quality improvements within work processes Demonstrates self-motivation, resilience, initiative, sound judgement skills and a willingness to solve problems. Demonstrates effective and safe art handling skills Moderate level of physical fitness and the ability to work at heights
KNOWLEDGE, SKILLS AND ATTRIBUTES	<p>Skills</p> <ul style="list-style-type: none"> Customer Focus: Ability to deliver excellent service, understand, and meet client needs in a rapidly changing environment. Communication Skills: Strong verbal and written communication skills. Interpersonal Skills: Ability to build positive relationships with colleagues and library users, ensuring a welcoming and inclusive environment. Conflict Management: Skilled in handling difficult situations and resolving conflicts professionally and effectively. Teamwork: Ability to work collaboratively in a team environment, contributing to shared goals and responsibilities. Organisational Skills: Strong organisational abilities, with an aptitude for multitasking and maintaining efficiency in a busy, open-plan environment. <p>Knowledge</p> <ul style="list-style-type: none"> Council Systems and Procedures: Have a good understanding of the council's structure, responsibilities IT Skills: excellent digital skills and the ability to quickly acquire IT knowledge. Te Reo Māori: Basic understanding of te reo Māori and tikanga. Relevant Legislation: Familiarity with the principles of the Treaty of Waitangi. Health and Safety: Awareness of relevant health and safety regulations to ensure a safe working environment.
OVERALL	<p>Has no previous or current medical conditions, which would affect the ability to perform the duties described in the job description.</p> <p>Able to work rostered standby duties including some evening and weekends</p> <p>Full clean current drivers licence.</p>

I, _____ agree and accept the duties and responsibilities captured in this position description.

Employee signature

Date



OUR VISION AND VALUES

*Tō tātau matakitenga
me ngā wāriutanga*

OUR VISION *Ngā matakitenga*

Better Together **Toitū te Kotahitanga**

WHAKATĀUKI

Hūtia te rito o te harakeke,
kei hea te kōmako e kō, kī mai ki ahau.
He aha te mea nui o te ao, māku e kī atu,
he tangata, he tangata, he tangata.

*Take away the heart of the flax bush and where
will the bellbird sing? If you ask me what is the
most important thing in the world
I will tell you, it is people, it is people, it is people.*

We put **people** at the
heart of everything we do
Toitū te Tangata!

- We value relationships
- We think of others
- We listen to understand
- We value our differences

We work as **one team**
Toitū te Mahi Tahi!

- We trust and support each other
- We speak up
- We share our story
- We back each other up
- We keep each other informed and up to date
- We involve each other
- We ask for help when we need it

We are always **learning**
and **improving**
Toitū te Taumata!

- We look for success on the horizon
- We seek out opportunities to grow
- We safely make mistakes
- We strive to be better
- We're open to change and embrace it
- We ask questions and challenge assumptions
- We reflect and review
- We ask for and share feedback
- We're brave and have courage

We care about
our **environment**
Toitū te Taiao!

- We keep our communities informed
- We are stewards of our place
- We bring people together
- We consider the needs of our communities
- We improve quality of life
- We are the community

We are **passionate**
and **proud**
Toitū te Mauri Ora!

- We love this place
- We love what we do and do what we love
- We bring energy and enthusiasm
- We look to have fun
- We aim for the best version of ourselves every day
- We acknowledge our efforts
- We share success stories
- We honour our past
- We look to the future together