

Position Description

Position Title:	Front of House and Volunteer Coordinator
Reports To:	Team Leader - Operations and Visitor Services
Responsible For:	XX Direct reports (4FTE + XX casuals)
Group and Team:	Community Spaces and Places - Museum and Heritage Services
Children's Worker:	No
Delegations and Budget Responsibilities:	As per Delegations Register

Purpose

Lead Te Unua Museum of Southland's Front of House staff and volunteers, ensuring the smooth running of visitor-facing services including retail/reception, events and visitor amenities, with on-floor and off-floor responsibilities. Ensure a high standard of customer service, safety, and operational efficiency, maintaining a welcoming, engaging, and accessible experience for all visitors.

Key Relationships

External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.

Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

Our Compass Values and Behaviours

Responsibility

Take ownership of decisions and outcomes, both collectively and individually.

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

Respect

Everyone is important, as are their views.

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

Above and Beyond

Take opportunities to go the extra mile.

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

Positivity

Always look on the bright side of life.

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

What You Will Do *(provided as a guide only)*

Visitor Experience & Customer Service

- Lead the Front of House team in providing exceptional and professional customer service.
- Respond to visitor feedback and complaints in a professional manner, notifying relevant Team Leaders and the Director where necessary.
- Oversee, provide advice and ensure statutory requirements relating to public spaces are followed.
- Monitor visitor flow and ensure effective crowd management, especially during peak times, special events, or school visits.
- Maintain tidy, welcoming and well-presented museum and front of house areas, including the foyer, retail store, reception desk, visitor toilets and lockers.
- Assist with regular review and reporting on retail sales and stock, including stocktakes, ensuring they are managed in accordance with agreed standards.
- Manage visitor enquiries, forwarding requests to appropriate team members.
- Champion and maintain accessibility for all Front of House staff, volunteers and visitors.
- Support delivery of the experience programme as relates to visitors and Front of House staff and services.
- Collaborate with colleagues in the Experience and Commercial and Partnerships teams to support the delivery of museum programmes and visitor services integration.
- Train tour guides in a variety of tour offerings and content, tour delivery methods and public speaking, and provide ongoing support and refresher training as required.
- Promote membership and donor programmes, encouraging deeper visitor engagement and investment.
- Train Front of House staff and volunteers on key collection themes, exhibition narratives, and interpretive materials to enhance visitor engagement.
- Facilitate visitor interaction with exhibitions, ensuring they receive guidance on immersive and interactive displays, multimedia elements, and other opportunities where available.
- Work closely with the Experience team to stay updated on upcoming exhibitions, ensuring accurate and engaging information is communicated to the public.
- Encourage visitor participation in guided tours, talks, and programmes related to the museum's offerings and those of other arts, culture and heritage facilities across the region.

Team Leadership & Staff Coordination

- Recruit, train, and supervise permanent and casual front-of-house staff.
- Carry out rostering of Front of House staff, primarily at Te Unua but also across other arts, culture and heritage facilities, including supporting the cover of breaks, meetings and events.
- Work alongside relevant team members in the staffing of events, public programmes and functions, ensuring adequate coverage for operations and legislative compliance.
- Conduct and facilitate regular team meetings and training sessions to maintain service excellence and staff knowledge bases.
- Ensure the team has relevant and up-to-date information regarding the long-term Story of Southland experience, new exhibitions, events and public programmes.
- Foster a positive and inclusive work environment for all staff and volunteers.

Volunteer Coordination

- Manage the recruitment, on-boarding, induction and training of volunteers who will work across various arts, culture and heritage facilities, such as Te Pātaka Taoka Southern Regional Collections Facility.
- Work alongside Team Leaders to understand the needs of their departments and how volunteers can support their operations, aligning volunteer activities with institutional goals and programming needs.
- Carry out rostering of volunteers across multiple arts, culture and heritage facilities.
- Work with Team Leaders to equip volunteers with the necessary skills and knowledge to fulfil their roles effectively.
- Provide and facilitate ongoing support and professional development opportunities, where necessary.
- Foster a positive and inclusive volunteer culture through recognition initiatives, social events, and clear communication, addressing volunteer concerns and providing feedback as needed.
- Manage documentation and maintain accurate volunteer records, including contact details, availability, and participation history, preparing reports on engagement and impact where needed.
- Ensure all volunteer activities comply with internal policies and procedures, health and safety standards and best practice standards.

Operations & Administration

- Oversee daily Front of House operations, including ticketing, retail sales, and visitor flow.
- Act as the main point of contact for visitor and staff problem-solving, trouble shooting, etc.
- Manage point-of-sale systems, ensuring accurate cash handling and reconciliation and processing of banking.
- Ensure up-to-date visitor information, signage, and promotional materials are available to visitors.
- Provide input into related work streams, including access, programmes and events to ensure effective coordination of activities and priorities.
- Support and provide input to policies and procedures, contributing to reviews where appropriate.
- Undertake the delivery of reporting and accountability requirements for internal and external stakeholders.
- Reporting on changes/damage to experience components and collection objects.

Health & Safety

- Ensure health and safety legislation is followed for all Front of House and related back-of-house activities.
- Ensure incident/accident forms are completed in every instance and managed according to policy, procedure and legislation.
- Respond to first aid incidents promptly and professionally, contacting emergency services and relevant Team Leaders as required,
- Train staff on emergency procedures and oversee the implementation of security protocols.
- Monitor and report maintenance and accessibility issues to the Director and relevant Team Leaders as required.

Note: Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.

What You Will Bring

The below qualities, knowledge and skills are the key focus for this position and are used to assess an applicant's suitability for the role and the incumbent's performance in the position.

Education and Qualifications

Essential:

Tertiary qualification in a relevant field, such as business management, team leadership, or organisational management

New Zealand Drivers Licence

First Aid certification, or the ability to undertake this

Desirable:

Qualification in a relevant field, such as tourism, hospitality retail, or museum studies

Knowledge, Skills and Experience

Essential:

5 years' experience working in a front-of-house service role, particularly in a public museum, art gallery or heritage organisation.

Demonstrable experience in team leadership, management and resourcing, particularly in a visitor/patron-facing context.

Sound understanding of the management of visitor-facing facilities and the wider visitor experience.

Demonstrated understanding of people management and leadership principles.

Experience using and managing point of sale, ticketing, Eftpos and electronic payment systems.

Strong team-working skills, demonstrating and encouraging positive approaches within and across teams.

Demonstrable planning, resourcing, and prioritisation skills, with excellent attention to detail.

Strong written and verbal communication skills including a good standard of written English.

Knowledge and practical application of current NZ Health and Safety practice.

Experience using point of sale, booking, café management and rostering systems.

Desirable:

Demonstrated understanding of museum, art, culture and/or heritage principles.

An interest and understanding of the special considerations for arts, culture and heritage facilities such as museums.

Sound understanding of bicultural and multicultural aspects of our community, including a demonstrable awareness and commitment to the principles of Te Tiriti o Waitangi in relation to this role.

Demonstrable experience and ability to work effectively and in partnership with mana whenua in a museum context.

Reasonable working knowledge of New Zealand, and in particular Southland history.

Agreement

Employee

Name

Sign

Date

Manager

Name

Sign

Date

Note: From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

What We All Do

Customer Commitment

Treat customers with respect – taking the time to listen, learn and understand.
Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.
Acknowledge problems and complaints, identifying and promptly acting on solutions.

Continuous Improvement

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.
Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

Health, Safety and Well-being

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.
Adhere to Health, Safety and Well-being policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

Civil Defence Emergency Management

Assist Council in preparing for and responding to an emergency.
After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

Other Duties

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.
