



AUDIENCE ENGAGEMENT AND ADMINISTRATION ASSISTANT

To Apply

Please email a CV and cover letter to jobs@tetuhi.org.nz by 9am Wednesday 28 February 2018. Please state how your skills and experience meet the requirements of the person specification and how this part time role fits in with your current commitments and future plans.

If you would like to discuss the role prior to making an application please contact Hiraani Himona on hiraani@tetuhi.org.nz or at Te Tuhi on (09) 577 0138.

The role will start in May 2018.

The Role

Te Tuhi has two Audience Engagement and Administration Assistants who share front of house responsibilities between them across 7 days per week. The posts work closely together, and with the Executive Director, Artistic Director, Centre Administrator and the evening Duty Supervisors, to provide excellent and professional reception and audience engagement services for Te Tuhi. The role's primary purpose is to communicate the exhibition programme in an accessible way to all visitors and the general public, in person and through social media. Reception and building services for various classes and venue hirers also forms a substantial part of the workload.

This role helps Te Tuhi meet its aims to increase audience engagement, to develop new audiences for the contemporary art programme, to increase the diversity of its audiences and to build the reputation of Te Tuhi as a contemporary art gallery.

About Te Tuhi

Te Tuhi is one of New Zealand's foremost contemporary art spaces and a leader in supporting experimental practice. Te Tuhi has a growing international reputation for its ambitious programme, one characterised by risk-taking with a strong awareness of social, political and environmental issues.

Te Tuhi has a long history of providing opportunities for artists of all levels with a curatorial strategy that spans showcasing local emerging artists to producing projects by leading national and international figures, balancing group and solo exhibitions. The strategic approach also prioritises contemporary Māori and Pacific art practice.

Te Tuhi offers participation and engagement programmes integrated with its exhibitions and public events providing formative art experiences for schools, local residents, community groups and people of all ages. Exhibitions are visited annually by over 5,000 students from Auckland schools who participate in workshops inspired by the exhibitions. Te Tuhi offers one-off education projects with individual schools and a range of artist development opportunities aimed at secondary school students. For adults, Te Tuhi offers a wide scope of arts and creative programmes including Art Today, a course on understanding contemporary art, and tutored lessons in painting and interior design.

Hours

This role is one of two who share the 7 day/week opening hours of the gallery, ensuring consistent service throughout the week. This is currently split into Sunday to Wednesday for one person and Wednesday to Saturday for the second person. There is some flexibility to negotiate with the second post holder. In addition, the post holder will be required to work occasional evening events.

Position Description

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| Title: | Audience Engagement and Administration Assistant |
| Responsible to: | Executive Director |
| Responsible for: | Duty Supervisors |
| Hours: | 4 days/32 hours per week. |
| Contract: | Permanent contract from May 2018 |
| Location: | Te Tuhi, 13 Reeves Road, Pakuranga, Auckland and occasionally in schools in Auckland |
| Salary Range: | \$41,500 pro rata (0.8) (\$33,200 annual) |

Key Tasks and Responsibilities

Audience Engagement

- Proactively engage with existing and new audiences to extend the reach of Te Tuhi's contemporary art programme.
- Provide exhibition interpretation services to visitors, including taking tours of exhibitions.
- Implement Te Tuhi's digital communications strategy, including writing and scheduling content updates across all web and social media platforms.
- Engage in digital cross promotions with other relevant galleries.
- Maintain Te Tuhi's database of key contacts and mailing lists.
- Produce and send e-newsletters.
- Produce printed marketing materials and oversee distribution.
- Maintain print and press archives.
- Coordinate opening events and onsite artist talks.

Reception

- Open and close the gallery building, including set up of rooms and turning on and off exhibitions.
- Carry out the day-to-day administration of the reception desk, including answering the telephone, taking deliveries, and responding to general email enquiries.
- Maintain an organised and tidy reception area.
- Keep up to date with all staff diary schedules on a daily basis.
- Ensure all visitors are welcomed and assisted.
- Deal with enquiries and give information about all aspects of the gallery, including current and forthcoming exhibitions, public and education events and activities, the building and facilities, development and fundraising schemes and the gallery's history and mission.

Sales

- Manage sales of classes, tickets, and products, including online sales, and cashing up.
- Keep accurate and up to date sales information and produce weekly reports.
- Ensure all online sales are dispatched quickly and packaged in a professional manner.
- Assist with developing the online shop.

Supporting Duty Managers

- Assist the Centre Administrator with booking Duty Managers for evening shifts.
- Coordinate the work for the Duty Managers to carry out on evening shifts.
- With the CEO and the Centre Administrator, develop a programme of training and development for Duty Managers.
- Oversee the training and development of Duty Managers, including ensuring that at least two are trained to cover day time shifts when required.

Monitoring & Evaluation

- Coordinate visitor surveys across all areas of the gallery's activity.
- Keep accurate records of visitor attendance figures across all areas of the gallery's activity.
- Use these to inform funder reports and internal evaluation processes.

Administration

- Undertake a wide range of administrative support tasks including photocopying, filing, arranging meetings and providing refreshments, taking minutes, arranging travel and couriers, and research.
- Provide administrative support to class tutors, including preparing teaching materials, and tracking and communicating with students.
- Provide office management and IT support for the staff team.
- Assist the CEO with diary management, travel arrangements and administrative tasks.
- Keep up to date with relevant regional, national and international activity in the arts sector and feed into the external events diary to inform Te Tuhi's planning cycle.

General

- Manage budgets for your areas of work including authorising invoices and producing budget reports.
- Work as a part of the Te Tuhi team, providing cover and support where required.
- Undertake such other duties as may reasonably be required.
- Act as keyholder and Duty Manager when required.

PERSON SPECIFICATION

Qualifications

- Educated to degree level in an arts related subject, or equivalent experience.

Knowledge, Experience and Interests

- Knowledge about the arts, in particular an in-depth knowledge of contemporary art.
- Knowledge about the Auckland and New Zealand contemporary art community.
- An understanding of, and a commitment to furthering, the aims and objectives of Te Tuhi.
- A good understanding of strategies for digital communications and measuring success of digital campaigns.
- A high level of skill in producing digital content including for website, online shop and social media.
- A good level of technical skill for maintaining a database, mailing list, and website.

Role Specific Competencies

- An ability to talk about contemporary art accessibly and with conviction.
- Passionate about offering outstanding customer care, with an excellent telephone manner.
- Able to talk to a wide range of people, and handle customer complaints with ease and authority.
- Excellent verbal and written communication skills, with meticulous copy proofing and a good eye for image quality.
- Excellent inter-personal skills particularly with a view to promoting the gallery.
- Highly organised with the ability to implement good operational systems and to plan, organise, schedule, and budget in an efficient, productive manner.
- Strong IT and administrative skills, including Microsoft programmes, Photoshop, and video editing software.
- Competent with use of design/publishing software.

General Competencies

- Highly efficient with an ability to produce significant output with minimal wasted effort.
- Demonstrates honesty and integrity, earning trust and maintaining confidence.
- Follows through on commitments, lives up to verbal and written agreements.

- Demonstrates ability to quickly and proficiently understand and absorb new information.
- Exceptional attention to detail, not letting important details slip through the cracks.
- Proactive and persistent, bringing new ideas to the gallery, and demonstrating tenacity and willingness to go the distance to get the job done.
- Flexible and adaptable, able to adjust quickly to changing priorities and cope with complexity and change.
- Enthusiastic, with a can-do attitude.
- Hard working, with high standards of personal performance.
- Works well in a team, establishes collaborative working relationships.