



OUR VISION: To be the “must experience” museum that uses past, present and future Kiwi technology and ingenuity to educate and inspire the innovators of tomorrow.

- KIA WHAKATŌMURI TE HAERE WHAKAMUA -

Position: Visitor Experience Technician

Reports to: Visitor Experience Manager

PURPOSE OF THE ROLE

As the Visitor Experience Technician, you will be responsible for assisting in the delivery of the Public Programmes events and experiences. You will work with Public Programmes team members on the design, construction, fabrication, and installation of event and experience components, and on the installation and deinstallation of events and experiences.

In addition, you will be required to manage and maintain the Public Programmes workshop and equipment.

RESPONSIBILITIES

- Responsible for the construction, fabrication, maintenance, and repair of event and experience content, interactives, and other projects as directed by the Visitor Experience Manager.
- Create and construct event and experience content and interactives in collaboration with the Visitor Experience Designer, Visitor Experience Developer, and Event Coordinators.
- Organise and execute multiple projects simultaneously, with minimal oversight by prioritising work and handling interruptions effectively.
- Create and execute maintenance schedules and programmes for displays and equipment and monitor required stock to ensure there are sufficient supplies.
- Ensure the Public Programmes team workshop is maintained in a clean and organised manner, ensuring adequate stock of parts and materials.
- Assist in the physical set-up of events, experiences, displays and installations, and assist with the unloading, unpacking, installation and dismantling of events and experience installations.
- Take the lead on installs and de-installs, as requested by the Visitor Experience Manager.
- Procure supplies, as required, for the construction of event and experience displays, interactives, and installation work.
- As part of the Public Programmes team, contribute to ensuring that deadlines are met, and high standards achieved.
- Maintain a safe working environment.
- Provide on-the-ground support for experience event setups and event days, as required by the wider Public Programmes team.
- Model behaviours consistent with MOTAT values.

- Follow all museum policies and procedures, including, but not limited to Health & Safety and the Museums Aotearoa’s Code of Ethics.
- Undertake any other reasonable duties as may be required from time-to-time to ensure that MOTAT’s business objectives are met.
- Follow all museum policies and procedures, including, but not limited to Health Safety & Environment and the Museums Aotearoa’s Code of Ethics.

KEY PERFORMANCE INDICATORS

- In collaboration with the Public Programmes team ensure that the Public Programmes delivery schedule is implemented and adhered to.
- Public Programmes target dates are met, and work is delivered to the required standard.
- Responding quickly and efficiently to areas that need attention when events and experiences are live.
- Programme components are constructed and installed to a high standard.
- Compliance with MOTAT Health and Safety policy.
- Positive internal and external customer feedback.
- Proactive communication with all MOTAT’s teams and customers.

KEY RELATIONSHIPS / DELEGATED AUTHORITY

Responsible for: n/a

Internal Liaison: Public Programmes Manager, Visitor Experience Developer, Visitor Experience Designer, Event Coordinator, Visitor Services Coordinator, Host Coordinators, Exhibitions Coordinator, Exhibitions Team, Weekend Operations Manager, Property & Security Team, Health & Safety Team, MOTAT Team

External Liaison: Contractors, Suppliers, Designers

BUDGETARY AUTHORITIES

Nil

SKILLS & EXPERIENCE

- Experience in using a range of building techniques and construction materials.
- Experience developing robust and clear maintenance schedules.
- Ability to diagnose basic mechanical and technical problems and develop solutions to fix issues.
- Ability to solve problems and work independently while maintaining a safe working environment.
- Attention to detail to maintain high standards of museum practice in your work.
- Experience in completing multi-disciplined tasks that involve liaison with internal and external contractors.
- Proven ability to communicate and interpret the work they are undertaking with visitors.
- Drivers Licence essential, with Forklift Licence and working at heights training desirable.
- Ability to work flexible hours, including early mornings, evenings, holidays and weekends.

OUR VALUES

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| Innovation | We will be courageous and try new things. |
| Collaboration | We will work as a team that respects and supports others. |
| Integrity | We will act ethically and with respect and transparency. |
| Sustainability | We will foster knowledge and promote technology that is beneficial to our community. |

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.