



POSITION DESCRIPTION

Āhua Gallery Manager

Te Puia is located in Rotorua within the Te Whakarewarewa Geothermal Reserve. Te Puia is the home of the NZ Māori Arts and Crafts Institute (NZMACI).

Te Puia is an iwi owned business that operates under the NZ Māori Arts and Crafts Vesting Act 2020. Te Puia generates most of its current revenues through visitor related activity. Te Puia has deep cultural legacies that it seeks to perpetuate, protect, and promote.

Te Puia seeks to be an employer who strongly supports the growth and development of its employees.

Te Puia strives to provide a supportive and proactive environment where employees gain satisfaction and enjoyment within their work environment and relationships while being well rewarded and recognised for their contribution.

CONTEXT

It is always imperative that manuhiri remain a central focus - without manuhiri Te Puia and /or NZMACI would not be able to exist.

TE PUIA VISION

To perpetuate excellence in Māori Arts, Crafts & Culture.

TE PUIA VALUES

Manaakitanga - Whanaungatanga – Kaitiakitanga

TE PUIA PRINCIPLES

<i>Teamwork:</i>	Consistently demonstrate an unselfish commitment to working with others to create a collaborative culture.
<i>Passion for Customer:</i>	A positive relationship through outstanding service with each and every interaction. Understanding our manuhiri and what they want.
<i>Integrity:</i>	Upholding the highest ethical standards and promote trust and respect.
<i>Excellence:</i>	Exceeding expectations and taking intense pride in everything that we do every day.
<i>Leadership:</i>	Having the courage to rise above challenges through adversity that will inspire others. Providing a supportive, safe, and healthy workplace.
<i>Innovation:</i>	Imagining what is possible and being brave. Fostering creativity that challenges constraints and drives progress. Being adaptive and flexible.
<i>Guardianship:</i>	Take care of the land, environment, and other assets for future generations.

Position reports to:

GM NZMACI

Direct reports to position:

Āhua Gallery Hosts

Key Relationships (Internal):

CEO and Executive Management Team; NZMACI Commercial Business Manager; Sales & Marketing Team; Visitor Experience Team; Tumu across all Wānanga; Finance & Administration Team; Functional relationships with Board Directors and all other staff.

Key Relationships (External):

Iwi Māori; Māori organisations & businesses; Suppliers of high-quality Māori inspired arts and crafts; Central, Regional and Local Government agencies and entities; Cultural heritage and tourism organisations; Museums and Galleries; relevant NGOs and Trusts; Creative, Design and Advertising agencies; Research entities; Funding agencies; First Nation representatives from a wide variety of countries.

Primary Duties & Responsibilities:

Āhua Gallery

- To plan, develop and manage the Āhua Gallery in both physical and online contexts including identifying themes that will tell a story for the audience, then identifying appropriate artwork and display techniques to exemplify the stories and meaning behind them.
- To lead and manage the profitable development of the Āhua range of taonga.
- To curate displays and exhibitions within Āhua Gallery as well as the wider Wānanga Precinct.
- To manage the day-to-day operation of Āhua Gallery.
- Ensure the visitor experience in the Āhua Gallery and the wider Wānanga Precinct is always high quality and world class.
- To deliver high quality, highly engaging and positive visitor experience to manuhiri.

Tuku Iho

- Assist the development and delivery of the Tuku Iho exhibition.
- Assist the GM NZMACI to negotiate the Tuku Iho exhibition where required.
- Assist, manage, and oversee pack-in and pack-out of the Tuku Iho exhibits, including cataloguing and photography.
- Assisting the GM NZMACI in seeking out funding and sponsorship including writing of proposals and doing presentations as required.
 - Note – there is a strong working relationship with the Marketing Team in relation to this function.
- Undertake any other responsibilities or duties as may be assigned by the GM NZMACI from time to time, in order to ensure the continuous operation of Te Puia | NZMACI.

Key Role Outcomes:

- Āhua Gallery achieves all targets both revenue and budgets.
- All Āhua Gallery staff are trained to provide added value customer experiences for all manuhiri and internal | external stakeholders.
- Stock levels in Āhua are (where possible and subject to availability), fully stocked at all times.
- Āhua Gallery is staffed at all times during operating hours.

Person Specifications:

- *Passion and attitude:* a can-do attitude and can make things happen and always thinks positively and aligns with organisational values.
- *Business case modelling:* testing, rationalising, and developing frameworks to ensure commercial and cultural returns are maximised across projects and activity.
- *Project implementation:* project planning, management and implementation of core identified initiatives, including management of service providers and contractors as required.
- *Concept and product development:* active leadership and contributor to concept and product development.

- *Research*: identification and management of research opportunities that assist in delivery of objectives.
- *Relationship management*: active and ongoing maintenance and management of strategic and emerging relationships and partnerships.
- *Creativity and innovation*: identifies, champions and advocates for commercially and culturally profitable innovative concepts and strategic opportunities. Highly creative and innovative in terms of displaying and exhibiting collections and high-quality merchandise for sale.
- *Reporting*: can produce effective reports and can present these to internal and external stakeholders.
- *Representation*: to professionally represent the organisation from a cultural perspective in public forums and other significant meetings as may be required.
- *Timeliness*: negotiates, agrees, and sets realistic timeframes for delivery. Understands own strengths and limitations.
- *Customer service and care*: has the desire to help and actively serve others. Is humble in their approach and has the customer and culture at the centre of every piece of thinking and planning. Interacts positively with outside persons such as external contractors, suppliers and the general public.
- *Solutions focused*: actively seeks to find solutions to opportunities and issues and takes responsibility for this and does not blame others.
- *Communication*: deals courteously and cooperatively. Identifies risks early and develops mitigating strategies before communicating those to the wider team. Ability and flexibility to express ideas and information that are understood by all in a range of different situations. Highly developed ability to express and present concepts and information to a wide audience, orally and in written form.
- *General*: demonstrate experience in display, exhibition, museum, and business environments with a sound understanding of strategy development and implementation:
 - High level of experience in developing systems, structures, and processes.
 - Sound commercial acumen and a strong understanding of generating an agreed return on investment.
 - High level knowledge of Toi Māori with an understanding of Te Reo Māori me ōna Tikanga.
 - Proven analytical thinker with an ability to incorporate this attribute into achieving cultural and commercial outcomes in a consistent, professional, and sustainable manner.
- A relevant tertiary qualification or experience.

Other Specifications:

- *Creativity*: Develops innovative solutions to work related problems; identifies potential opportunities and ways to capitalize on them.
- *Relations with Others*: Is pleasant, cooperative, and gets along well with others. Keeps manager informed, reports problems promptly, and seeks guidance when needed. Develops and maintains a network of personal contacts within the organisation.
- *Self Confidence*: Asserts own point of view, even when it differs from others (e.g. manager's), shows confidence in own skills and capacity to complete tasks; seeks necessary resources for self and/or staff to work effectively.

- *Flexibility:* Adapts approach to fit with changing conditions, tasks, responsibilities, or people
- *Customer Service Orientation:* Is courteous, patient, pleasant, and helpful with customers; shows understanding for customers' concerns; takes actions to accommodate customer needs whenever possible.
- *Sensitivity:* Demonstrates an awareness of others' concerns, interests, and positions, and takes into consideration the impact that decisions and plans are likely to have on them.
- *Stability:* Performs stably while under pressure or in a changing work environment. Reliable.
- *Technical Skill/Knowledge:* Demonstrates sufficient level of understanding and skill in required technical area.
- *Written Communication:* Expresses ideas in writing clearly, with correct grammar and spelling, and in a well-organised way.
- *Verbal Communication:* Express ideas orally with clarity, appropriate grammar, pace, and nonverbal gestures; listens effectively.

Acknowledgement

I have read and understand the duties and responsibilities required of me within this role. I will endeavour to ensure, at all times, that my actions and behaviours contribute to the success of this role and that I make a significant contribution to the growth and development of Te Puia, and that I will, at all times, promote and uphold the organisations core kaupapa, objectives and plans with integrity.

Employee: _____ GM HR | Visitor Experience: DENISE EMERY

Signed: _____ Signed: _____

Date: _____ Date: _____