



POSITION DESCRIPTION

Kiwi Conservation Officer (Part-time)

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:

Kiwi Conservation Centre Manager

Direct reports to position:

Nil

Key Relationships (Internal):

GM Operations & Site Development; GM Visitor Experience, Te Puia SMT; All Te Puia / NZMACI staff.

Key Relationships (External):

Manuhiri (visitors); Local community; Contractors; Tourism industry groups/partners.

Purpose of Position:	To provide part-time cover for the Kiwi Conservation Centre team in the smooth and efficient operation of the Kiwi Conservation Centre by providing and maintaining the highest standards of animal husbandry, welfare and exhibitory.
Background:	The Kiwi Conservation Centre is part of the tourism experience at Te Puia and is open to the public 7 days a week, 9am to 6pm. As a live animal exhibit, care for the Kiwi and other exhibits is a 24hour/7day responsibility and requires our small team to be available as required from an animal welfare perspective.

	<p>This position is to support our two qualified staff to help cover normal park operating hours and <u>basic</u> animal husbandry duties. Training will be provided, as will the opportunity, for the right candidate, to undertake further formal Kiwi Husbandry Qualifications.</p> <p>This position would suit someone who is looking for flexible working hours and is part-time, with hours potentially up to 32 hours each week.</p>
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Key Tasks		Performance Standards
1.	Kiwi Husbandry and general tasks	<ul style="list-style-type: none"> • To comply with all kiwi protocols and procedures outlined in the Kiwi Conservation Centre Standard Operating Procedures, and all relevant Kiwi Husbandry and Best Practice manuals, to ensure the highest husbandry standards are always met. • To present all display enclosures and viewing areas to the highest standards at all times. • To prepare all food for Kiwi, wash food dishes and feed all kiwi daily. Accurately weigh residual kiwi food and record all details to monitor kiwi food consumption daily. • To visually check the general wellbeing of all kiwi and record activity throughout the day • To notify the Kiwi Conservation Centre Manager, or GM Operations & Site Development / CEO of any kiwi health emergencies, or urgent maintenance requirements. • Ensure excellent manuhiri (visitor) service through creating a welcoming environment and delivering keeper presentations several times daily and hosting tour groups through our display. • To carry out any other reasonable requests as advised by your manager.
2.	Gecko Care and general tasks	<ul style="list-style-type: none"> • To comply with all gecko husbandry protocols and procedures, outlined in SOP manual, to ensure the highest husbandry standards are achieved. • To prepare all food for Geckos, wash food dishes and feed geckos • To visually check the general wellbeing of the geckos • To notify the Kiwi Conservation Centre Manager or GM Operations & Site Development / CEO regarding any gecko health emergencies, or urgent maintenance requirements.
3.	Team Building	<ul style="list-style-type: none"> • Work closely with other members of the Kiwi Conservation Centre Team in a way that encourages a harmonious, positive, motivated working relationship.
4.	Rosters and Security	<ul style="list-style-type: none"> • Can work within a flexible roster (which will include weekend work and public holidays). • To have the ability to work overtime hours when required, and some night work. • To ensure and monitor that all statutory obligations are maintained. • To unlock and lock the Kiwi Conservation Centre facility on a regular rostered basis. • To ensure and monitor that all security measures are maintained in all enclosures at all times. • To monitor and ensure that all protective measures are observed and maintained at all times. • To ensure you comply with the Staff Handbook and Kiwi Conservation Centre documentation.
5.	Public Relations	<ul style="list-style-type: none"> • To carry out public speaking to manuhiri (visitors) regarding all Kiwi Conservation Centre activities. • To ensure kiwi house manuhiri (visitors) have the best experience possible while performing routine tasks providing accurate but interesting information to manuhiri (visitors).

6.	Research and industry involvement	<ul style="list-style-type: none"> To assist as required with any marketing initiatives for Te Puia Kiwi Conservation Centre, as directed.
7.	Record Keeping	<ul style="list-style-type: none"> To maintain true and accurate kiwi and gecko records /reports in all aspects of the Kiwi Conservation Centre.

Person Specifications

- Respects other ethnic cultures and values.
- Physically fit and able to meet the demands of the role.
- Ability to multi-task and produce required outcomes in a timely manner.
- The ability to speak to visitors at a level of understanding that is desired from a manuhiri experience perspective but also from an educational perspective.
- Truly passionate about conservation and animals
- Demonstrates good time management skills. Is punctual and highly productive.
- Hard working, consistent and professional individual.
- Good communication skills (written and oral).
- Exceptional standard of personal presentation and hygiene at all times.
- Must be a team-player and also be able to work independently or unsupervised.

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.
- *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.

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.

Name: _____

Signature: _____

Date: _____