



Te Papa Crew Casual

Position Description

Directorate:	Museum and Commercial Services	
Reports to:	Manager Te Papa Cafes / Venues Operations Manager	
Delegated Authority:	Financial	N/A
	Human Resources	N/A

Tuia te tangata, tuia ngā kōrero, tuia ngā taonga Connecting people, taonga and stories

Te Papa's mission is to understand the past, enrich the present and meet the challenges of the future. Te Papa is more than just the national museum that houses New Zealand's treasures. It is a meeting place, a place for lifelong learning, and a place that inspires a sense of wonder and connection.

Biculturalism is a founding philosophy and practice of Te Papa designed to explore the contribution of Māori language and culture to the life, culture and activities of the museum in small and large ways. Te Papa fosters and nurtures cross-cultural capability, the ability of people of different cultural backgrounds to interact with one another in positive and uplifting ways.

Te Papa's three values Whanaungatanga (Teamwork), Manaakitanga (Respect) and Auahatanga (Creativity) are at the centre of how Te Papa works. Working actively in the cultural sector and in partnership with iwi Te Papa connects people taonga and stories.

Te Papa is an amazing organisation to work for with bold aspirations for the future.

Ka pēhea tō whai wāhi atu The Directorate

The Museum and Commercial Services Directorate delivers exceptional services that support the delivery, outreach and financial sustainability of the museum. The Directorate plays a direct role in enabling Te Papa to deliver on its mission through customer services, partnerships, commercial business and contributing to touring business in relation to Tākina. The functions within the Directorate include visitor services, retail, cafes, Tākina Events and hospitality, and events.

Ko te āhua e whai hua ai te tūranga Position purpose

The Te Papa Crew Casual member works as a member of our Venues team, focused on providing an excellent service experience for all our visitors and customers in all our Venues (Cafes, venues or Tākina Events Venues operations).



Ka kaweā e koe te aha Key accountabilities

- Deliver polite, effective and excellent customer service which meets international expectations and standards at all times
- Perform all duties with diligence and speed required for the environment and within time restraints
- Accurately processing food and beverage orders to guest requests
- Assisting in cafés and venues service set up and closure procedures

Ka kaweā e koe te aha ki ētahi atu Key relationships

Internal

- Café team
- Kitchen team
- Coordination team
- Tākina Events team
- Wider Museum & Commercial Services Directorate
- Tākina Events team

External

- Te Papa clientele

Ka kaweā mai e koe te aha ki Te Papa Knowledge, experience & qualifications

- Previous experience in customer service in a busy, high volume catering operation
- Good understanding of food and beverage service standards and procedures including food service hygiene
- Ability to respond professionally and effectively to the needs of internal and external customers
- Actively listens, understands and acts upon messages and instructions
- Ability to provide information clearly and accurately, using language that is easily understood
- Ability to establish effective working relationships and contribute to team building
- Ability to work effectively with staff in the creation of a positive and productive environment
- Committed to working to the highest possible standard
- Able to work well both under pressure and when it is quiet
- Flexible with hours and duties
- Move amongst others safely and smoothly
- Ability to work unsupervised and as part of a team.



Ō mātau whāinga Our expectations

The following Behavioural Competencies are expected from leaders across Te Papa.

Navigating for the future	Leading strategically	Clearly articulates your team's role in achieving the organisational vision; and engages their team in the vision
	Leading with influence	Conveys energy, urgency, confidence, and a sense of ease.
Stewardship	Enhancing organisational performance	Leads process improvements which achieve gains in effectiveness and efficiency.
	Enhancing system performance	Contributes to your peer leadership team. Works collaboratively with others across the organisation, and encourages others in the team to adopt an organisation-wide view. Leverages strong relationships with a range of external stakeholders to deliver customer outcomes.
	Leading at the political interface	Displays an understanding of the essentials of how the government and public sector work; and ensures that written documentation and verbal presentations reflect relevant political sensitivities.
	Creates an environment where biculturalism can flourish	Seizes opportunities to expand understanding of tikanga Māori, mātauranga Māori (Māori knowledge) and customary concepts. Provides opportunities for colleagues to consider and understand Te Papa's bicultural context within a nation of many diverse cultures.
Identifying and developing our people	Enhancing people performance	Communicates and role-models the behaviours required to achieve expectations.
	Developing talent	Encourages diverse talent and addresses capability gaps across your team as a whole.
	Enhancing team performance	Understands the strengths and weaknesses of how your team works together to deliver outcomes.
Making it happen	Managing work priorities	Uses sound work management practices to organise your team's work priorities, so that they deliver on work commitments.
	Achieving through others	Empower and support your direct reports to effectively deliver on their tasks and duties and achieve customer outcomes.
Leadership character	Curious	Show curiosity, flexibility, and openness in analysing and integrating ideas, information, and differing perspectives; to make fit-for-purpose decisions.
	Honest and courageous	Delivers the hard messages, and makes unpopular decisions in a timely manner; to advance the longer-term best interests of customers and New Zealand
	Resilient	Show composure, grit, and a sense of perspective when the going gets tough; to help others maintain optimism and focus.
	Self-aware and agile	Leverage self-awareness to improve skills and adapt approach; to strengthen personal capability over time and optimise effectiveness with different situations and people.

Ka kawea e koe te aha Key accountabilities

Focus Area	Accountabilities
Biculturalism	Biculturalism relates to every role and position within Te Papa, either directly and indirectly and in small and large ways. The position is responsible for taking part in opportunities to explore the contribution of biculturalism that are meaningful to job holder.
Customer Service	<p>The Te Papa Crew Casual team member is responsible for;</p> <ul style="list-style-type: none"> • Keeping all tables / allocated areas clean and serviced effectively • Maintaining tidy and hygienic presentation of food cabinets and service areas during service period • Ensuring products are well stocked at all times including, food, cutlery, condiments, water glasses, lunch trays and napkins • Ensuring food and coffee counters are set up and closed correctly and consistently • Using trolleys and other equipment appropriately and per procedure, considering the comfort of customers • Ensuring cash is secure and cannot be accessed by unauthorised persons • Processing all house account charges, tabs, vouchers and discounts with 100% accuracy • Promptly rectifying common till problems (e.g. drawer jams, no receipt prints) and escalating issues to the Supervisor as required • Interacting with all customers and team members alike with respect and courtesy • Maintaining relevant product knowledge for both menu and beverage lists • Accurately processing food and beverage orders to guest requests • Set-up and service of all ordered meals and beverages per company standards • Processing payment for food and beverage ordered accurately • Assisting in last-minute changes as required by clients and supervisors when working in Venues • To move equipment and set rooms • Assisting in cafés and venues service set up and closure procedures • Polishing all glassware and cutlery and maintaining a tidy and hygienic service and front of house area • Providing assistance to other food and beverage outlets as business levels require
Professional Customer Service	<p>As a representative of the MCS directorate you will;</p> <ul style="list-style-type: none"> • Deliver polite, effective and excellent customer service which meets international expectations and standards at all times • Perform all duties with diligence and speed required for the environment and within time restraints • Understand and, where possible, pre-empt individual customer needs and wants • Be positive at all times while on duty, with a can do attitude • Maintain a high standard of quality when busy and under time pressure • Be friendly, well-spoken and well mannered • Be able to stay focused on tasks at hand; and



	<ul style="list-style-type: none"> • Liaise when required with other members of the Venues teams, eg, kitchen team, Coordinators, other outlet teams.
<p>Team contribution</p>	<p>The position is a member of the Venues Team which is responsible for taking a whole of organisation approach to the achievement of Te Papa’s strategic direction. The position will:</p> <ul style="list-style-type: none"> • Work collaboratively with other members of the team, to develop and implement the strategic direction of Te Papa and specific directorate operational plans. • Provide information on the operating environment, resources and capabilities to inform strategy development and decision-making. • Present solutions that deliver greater impact as measured by Te Papa’s Performance Framework. • Collaborate with other colleagues to progress organisation-wide initiatives, cross-functional projects and organisation development activities. • Transfer knowledge and skills, share information with and/or train Team members and other Te Papa staff as needed. • Work collaboratively with other members of the Team to: <ul style="list-style-type: none"> ○ contribute and implement the strategic direction of Te Papa and directorate operational plans. ○ ensure plans and programmes meet the needs of identified stakeholders. ○ ensure an integrated approach to Team programmes and projects. ○ coordinate resources and participate in cross disciplinary teams as and when required. ○ provide input into development and improvement of procedures, systems, processes, and ways of working. • provide back-up assistance to other team members as required.
<p>Stakeholder Relationships</p>	<p>Proactively establish and maintain networks and relationships with key internal and external stakeholders to support delivery of team outputs</p> <ul style="list-style-type: none"> • Identify and develop relationships with key stakeholders. • Use these relationships to identify and advance opportunities that create mutual reputational and business benefits. • Build internal networks and coalitions that will achieve cross-organisation outcomes and an integrated response to external stakeholders, resources, workloads, delivery and forecasting. • Represent and positively promote Te Papa, its vision and objectives, to build stakeholder engagement and support. This is done on a proactive basis. • Strong communications skills including influence, presentation skills to engage a wide range of people. • Maintain professional and responsive relationships, ensuring that positions are clear, that commitments are met, and problems and issues are resolved effectively.
<p>Resource Management</p>	<p>The position contributes to team efficiency.</p> <ul style="list-style-type: none"> • Establish and monitor your work programme. • Regularly review your current capabilities and build or source required skills. • Consider the team’s financial resources and budget when bringing solutions.



	<ul style="list-style-type: none"> • Look for opportunities to make improvements to work-place practices that improve Te Papa's business sustainability. • Active participant in the people performance process. • Take part in cross functional and organisational priorities as appropriate.
<p>Risk Management</p>	<p>Manage risks associated with the development and delivery of work related to the position. The position will ensure that any delivery risk is monitored and managed on a day to day basis.</p> <ul style="list-style-type: none"> • Identify potential risks and mitigation strategies. • Monitor compliance with solutions and escalate risks or issues to when appropriate. • Take action in accordance with Te Papa's Health and Safety Policy and the Health and Safety at Work Act. Take ownership and responsibility for your own personal health and safety.
<p>Change Management</p>	<p>Enable organisational culture and promote continuous improvement. The position will:</p> <ul style="list-style-type: none"> • Identify opportunities for improvement and issues which impact on the sustainability of change. • Integrate Te Papa's philosophies of Mana Taonga, Museology and Learning, along with our bicultural and all other policies into day-to-day work practice. • Model creative innovative and collaborative approaches to work. • Model and reinforce Te Papa's Uara/Values and alignment to Te Papa's vision and values.