



Position Details	
Position Title	Visitor Centre Lead
Manager's Title	Supervisor
Manager Once Removed	Operations Manager
Group	Regional Operations
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Date	July 2021

Public Service

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata o Aotearoa

I āiane, ā, hei ngā rā ki tua hoki, he kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a Ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

About DOC

The Department of Conservation *Te Papa Atawhai* (DOC) protects and sustains nature for current and future generations. Our purpose is to ensure that Papatūānuku thrives. We do this by:

- Protecting land, species, ecosystems, and cultural heritage for conservation purposes
- Managing threats and adverse impacts
- Being a voice for conservation
- Connecting people to nature

All New Zealanders have a role in keeping nature healthy. We partner with whānau, hapū and iwi and collaborate with commercial partners, NGOs, volunteers, and government agencies to improve conservation outcomes.

Role purpose

Lead delivery of services at a DOC Visitor Centre

Key accountabilities and deliverables

Responsibilities of this position are expected to change over time as DOC responds to changing needs. The incumbent will need the flexibility to adapt and develop as the environment evolves. This includes performing any other reasonable duties as required.

Accountability areas	Activities	Performance indicators
Visitor Centre Operations	<p>Work with the Senior Ranger and Supervisor to develop the annual and monthly plans and targets</p> <p>Manage the roster to ensure the Visitor Centre is staffed appropriately</p> <p>Promote and sell national and local conservation recreation opportunities, Great Walks, conservation merchandise, hut passes and tickets</p> <p>Ensure visitors are provided with up-to-date information about recreational opportunities, safety information, local conservation projects, weather, and the conditions of tracks and huts</p> <p>Manage accurate cash handling records and daily banking</p> <p>Work closely with the Operations team to ensure information on the condition and hazards of tracks, huts and other visitor assets are communicated in a timely manner</p> <p>Collaborate with other Visitor Centres to share best practice and ensure consistent quality of Centre operations</p> <p>Provide information and trip planning service delivery to visitors for bookable DOC huts, campsites and Great Walks</p> <p>Work closely with DOC's national bookings team to support service delivery and improve functionality of the online systems</p> <p>Facilitate increasing visitors' use of DOC's online booking systems</p>	<p>The team delivers high quality customer services</p> <p>The Visitor Centre is clean, well-stocked, and professionally presented</p> <p>Visitors are provided with accurate, helpful, up-to-date information</p> <p>The Visitor Centre promotes and highlights national conservation campaigns</p> <p>You work within the guidelines and framework of the Visitor Centre strategy</p> <p>Merchandise is sold within the National Retail Guidelines</p> <p>You maintain up to date knowledge of stakeholder interests and manage competing interests where necessary</p> <p>Visitors experience high standard customer service when using our Great Walks and other regional recreational products</p> <p>You contribute to continuous improvements of national online booking systems and recreational products</p>
Work Delivery and Leadership	<p>Allocate day to day duties to team members, managing workloads effectively and safely</p> <p>Explain context, priorities and standards of work, engaging and motivating team members</p> <p>Lead, support, coach, train and mentor team members in delivering the work</p> <p>Monitor work delivery and performance, logging and recording work progress and</p>	<p>The work of the team is delivered to standard, and you manage workflows effectively</p> <p>You utilise expertise within the team to good effect</p> <p>You actively monitor and support the work of team members</p>

Accountability areas	Activities	Performance indicators
	<p>expenditure, identifying issues, and providing updates reports to the Senior Ranger and Supervisor</p> <p>Work with your team to find ways to improve efficiency and effectiveness</p> <p>Report on achievements against work plans, trends, and emerging local developments</p>	<p>You maintain strong and active communication with the Supervisor and Senior Ranger</p>
Engagement with Whānau, Hapū and Iwi	<p>Have effective relationships with and work collaboratively with whānau, hapū, iwi</p>	<p>You receive positive feedback</p>
Safety and Wellbeing	<p>Contribute to DOC's Health and Safety systems and practices, including Job Safety Analysis</p> <p>Contribute to a strong safety culture and achieving DOC's goal of developing an injury free workplace</p> <p>Take all practical steps to ensure your own safety and the safety of others</p> <p>Take into account conditions that affect own and others' health and safety</p> <p>Take a proactive approach to managing your own and others' wellbeing</p>	<p>You comply with the Department's Health and Safety policy and guidelines</p>
DOC and Team Contribution	<p>Display good team member behaviours</p> <p>Contribute to an inclusive, trusting and respectful team environment</p> <p>Work with your Supervisor to deliver against organisational priorities, and to further the objectives of the district</p> <p>Use team process effectively</p> <p>Behave in a way that aligns with DOC's values</p> <p>Abide by DOC's standard operating procedures</p> <p>Work collaboratively with other teams across DOC and contribute effectively to cross-functional teams</p>	<p>You behave in accordance with the Standards of Integrity and Conduct</p> <p>You can tell the 'Conservation Story' at your place i.e. how your work makes a difference</p> <p>You are seen as a team player</p> <p>You have effective relationships across DOC</p>
Work Management and Delivery	<p>Deliver on tasks as set out in work plans, performance expectations, and task assignments</p> <p>Identify critical issues and risks and ensure they are constructively raised and addressed</p>	<p>Work plans are delivered on time, to specifications and within budget</p> <p>Managers are aware of obstacles to achievement of performance goals</p>

Accountability areas	Activities	Performance indicators
	Manage knowledge and information to ensure it is secure, current, and appropriate access protocols are applied	You adhere to DOC's information management protocols
Stakeholder and Customer Engagement	Build and maintain effective relationships with key individuals, groups and businesses, and concessionaires Represent DOC and coordinate cross-agency initiatives within your area of responsibility	Your opinion is sought by others You receive positive feedback from customers and stakeholders You communicate effectively and foster strong relationships with local concessionaires

Capabilities

Thinking strategically: Sees the bigger picture; keeps abreast of trends; and aligns work with DOC's vision and strategy

Communication and influence: Communicates in a clear and engaging manner and gets others on board

Enhancing organisational performance: Identifies and suggests opportunities to do things differently

Building relationships: Works cooperatively and collaboratively with others across DOC; builds relationships with external stakeholders and partners; works effectively with whānau, hapū and iwi

Political savvy: Shows political awareness

Developing others: Shares learnings and experiences with others

Managing work priorities: Plans and organises work to deliver on objectives

Commitment to excellence: High personal and professional standards, and accuracy

Treaty of Waitangi: Understands the implications of the Treaty on today's society and conservation

Tikanga and protocols: Comfortable engaging and working in partnership with iwi and tangata whenua

Situational awareness: Knowledge and awareness of situations; identifies relevant context to develop robust recommendations and make sound decisions

Honesty and courage: Integrity and a willingness to speak up

Resilience: Composure and a sense of perspective when the going gets tough

Curiosity: Open to different perspectives

Engaging others: Connects with others, builds trust, and listens

Self-awareness and agility: Understands self and adapts to change; is development focused

Specialist skills and experience

- Background and competence in hospitality or travel, customer service, or sales and retail management. May have a relevant qualification at NZQA Level 5 Certificate or above.
- Understanding of recreation and tourism opportunities throughout New Zealand
- Outstanding customer service and skills in effective conflict resolution
- Able to lead, mentor, and coach others
- Ability to prepare and display interpretive and promotional material through a range of media
- Knowledge of and enthusiasm to share knowledge of land managed by DOC, recreational activities available, and New Zealand's natural environment and cultural history
- Excellent interpersonal and inter-cultural communication skills
- Able to engage effectively in a Māori setting including pōwhiri and whakatau. Willing to learn karakia, pepeha and local tikanga to support productive working relationships
- Knowledge of a visitor booking system

Relationships

External

- Local whānau, hapū and iwi
- Local council, businesses, and community agencies
- Concessionaires (local and regional tourism operators)
- General public, neighbours, and landowners
- Recreational users and customers
- Service providers and contractors
- Volunteers

Internal

- Peers and colleagues
- Operations staff
- Biodiversity, Heritage and Visitor staff
- Customer Engagement Unit
- Organisation support staff

You are required to comply with the standard operating procedures of DOC. In addition you must comply with the financial, human resources, legal, and other delegations set out in Standard Operating Procedures, policies, and instructions (refer to the Intranet for further information).