

Join Our Team as a Casual Visitor Host

Canterbury Museum is looking for friendly, proactive individuals to join our front-of-house team. As a Visitor Host you will be the first point of contact, ensuring our visitors have an unforgettable experience at our three public attractions: Canterbury Museum Pop-Up, Quake City and Ravenscar House Museum.

We are looking for motivated, enthusiastic people who are committed to exceeding visitors' expectations. If you enjoy engaging with the public and making people feel welcome, we would love to hear from you.

Flexibility to work various hours, including weekends, is essential. If you are enthusiastic about creating memorable experiences and this role sounds like you, apply today to be part of our vibrant team!

To find out more about these positions and how to apply please visit the Working at the Museum page on our website www.canterburymuseum.com

To be accepted, applications must be in the specified format and include all requested information.

Applications close at 8.00 am on Friday 28 August 2026



How to Apply

Applications are invited by letter with attached Curriculum Vitae. The letter should include your own assessment of your suitability for the position and an indication of when you are free to take up duties. You should also state whether or not you have any criminal convictions or have any hearings pending. The Curriculum Vitae should include information about your experience and qualifications and the names and contact details (address, email and telephone numbers) of two or three people who are willing to assess the applicant's merits if confidential reference is made to them.

Your application should be addressed to **Anthony Wright, Tumuaki | Director**, and emailed to:

VHapplication@canterburymuseum.com

Applications will close at 8.00 am on Friday 28 August 2026.

Conditions of Employment

Conditions of employment will be set out in a standard Canterbury Museum Individual Employment Agreement if you are offered a position. Applicants must have, or be eligible for, a New Zealand work visa.

Confirmation of employment will be subject to a satisfactory response to the Ministry of Justice's 'Request by a Third Party under the Official Information Act for a copy of criminal convictions held' (required by the Museum's Security Policy).

Remuneration

The Museum employs a job sizing methodology which assesses relativities between positions and relates jobs to salary bands. Each band has a scale running from 80% through to 120%, with 100% being the midpoint which is commonly understood to be the value where the job is being carried out at a successful and fully competent level.

Remuneration at commencement will be based on qualifications and experience and is likely to be in the range of \$28.95 per hour plus 8% holiday pay (80% of Band C) and \$31.12 per hour plus 8% holiday pay (90% of Band C).

Whakaahuatanga tūnga | Position Description

Kaitaurima Manuhiri | Visitor Host (Casual)

Role Title:	Visitor Host (Casual)
Date:	July 2026
Team:	Customer Experience
Reports to:	Customer Experience Manager
Band:	Band C (Recruitment is between 80–90% of the band)
Hours:	Casual rostered hours, Monday to Sunday, including weekends, evenings and public holidays as required.

He kōpapa taonga, he pātaka korero, hei kai mā Waitaha, hei kai mā te ao
A storehouse of treasures, a repository of knowledge for Canterbury and for the world

Ā Mātou Mahi | What We Do

Canterbury Museum is a charitable trust governed by the Canterbury Museum Trust Board. It opened to the public in 1867 and has been located on Rolleston Avenue since 1870. The Museum closed to the public in early 2023 and is currently undergoing a four-year major redevelopment. A temporary pop-up Museum – Canterbury Museum at CoCA – opened at 66 Gloucester Street in mid-2023.

The Museum acquires and cares for worldwide collections of human and natural history, with a focus on the Ngāi Tahu rohe, Waitaha Canterbury and the Antarctic. Before closing for redevelopment, the Museum was one of the premier tourist attractions in Te Waipounamu (South Island). It welcomed over eight hundred thousand visitors each year to explore the diversity of the natural world and Aotearoa New Zealand's cultural heritage, while also providing a window on the rest of the world. On reopening in 2028, the Museum anticipates welcoming 1.2 million visitors a year and will represent a milestone in Canterbury's earthquake recovery.

Canterbury Museum also owns and operates *Quake City*, and Ravenscar House Museum attractions.

The Museum aims to:

- Create an interactive, experiential journey for visitors.
- Provide our visitors with friendly, high-quality service, ensuring equitable access to all.
- Reach out to children and adults of all ages and provide learning experiences in an informative and enjoyable setting.
- Build and properly care for the collection of priceless taonga we hold in trust for the community.
- Undertake high-quality, relevant research on our collections and disseminate results to the widest possible audience.
- Work with iwi in the spirit of Te Tiriti o Waitangi (Treaty of Waitangi), embodying concepts such as mauri, kawa, mana and wairua.
- Work with a range of partnerships that integrate us into the wider community.
- Provide maximum community benefits from the resources available.
- Uphold and adhere to the highest professional standards of best practice.
- Provide staff with the learning and professional development opportunities required to enable them to carry out their work.

Ō Mātou Tikanga | The Values We Live By

- We actively ENGAGE with our visitors and the wider Waitaha Canterbury community.
- We are committed to working COLLABORATIVELY with our communities and with each other.
- We are committed to ACCOUNTABILITY in all our actions.
- We always act with INTEGRITY for our people, our taonga and the environment.

Ngā Tohu Hākori | Bicultural Competencies

Canterbury Museum is committed to the principles of Te Tiriti o Waitangi. Our work with Te Rūnanga o Ngāi Tahu serving the Waitaha Canterbury region reflects this.

Canterbury Museum staff, research fellows, volunteers, board and contractors are expected to:

- Maintain a level of cultural competency specific to the role and contribute to the cultural and social cohesion between internal and external people and groups.
- Understand and engage with the principles of Te Tiriti o Waitangi and its implications.
- Understand and engage with obligations to uphold the principles of Te Tiriti o Waitangi.
- Display cultural sensitivity and a willingness to work positively with organisational strategies to improve outcomes for Māori.
- Have an awareness of ethnic and cultural differences, social, political and religious beliefs.
- Respect diversity amongst internal and external people and groups.

Tūnga Whāinga | Position Purpose

This role exists to:

1. Welcome and assist visitors to Canterbury Museum Pop-Up, Quake City and Ravenscar House Museum, ensuring an outstanding first impression.
2. Deliver excellent customer service through professional visitor engagement, information services and telephone enquiries.
3. Enhance the visitor experience by providing accurate information on exhibitions, programmes, facilities and Christchurch attractions.
4. Support Museum events, tours, education programmes and public activities.
5. Promote Museum exhibitions, programmes and donations while maintaining a welcoming and safe front-of-house environment.

Ngā Pātahitanga Matua | Key Relationships

<i>Internal</i>	<i>External</i>
Tumuaki Matua Director	Te Rūnanga o Ngāi Tahu, mana whenua and local whanau
Head of Public Engagement	Museum visitors
Customer Experience Manager	Telephone callers
Protective Services Staff	Event attendees
Education Communicators	School groups
	Tourism partners and community groups

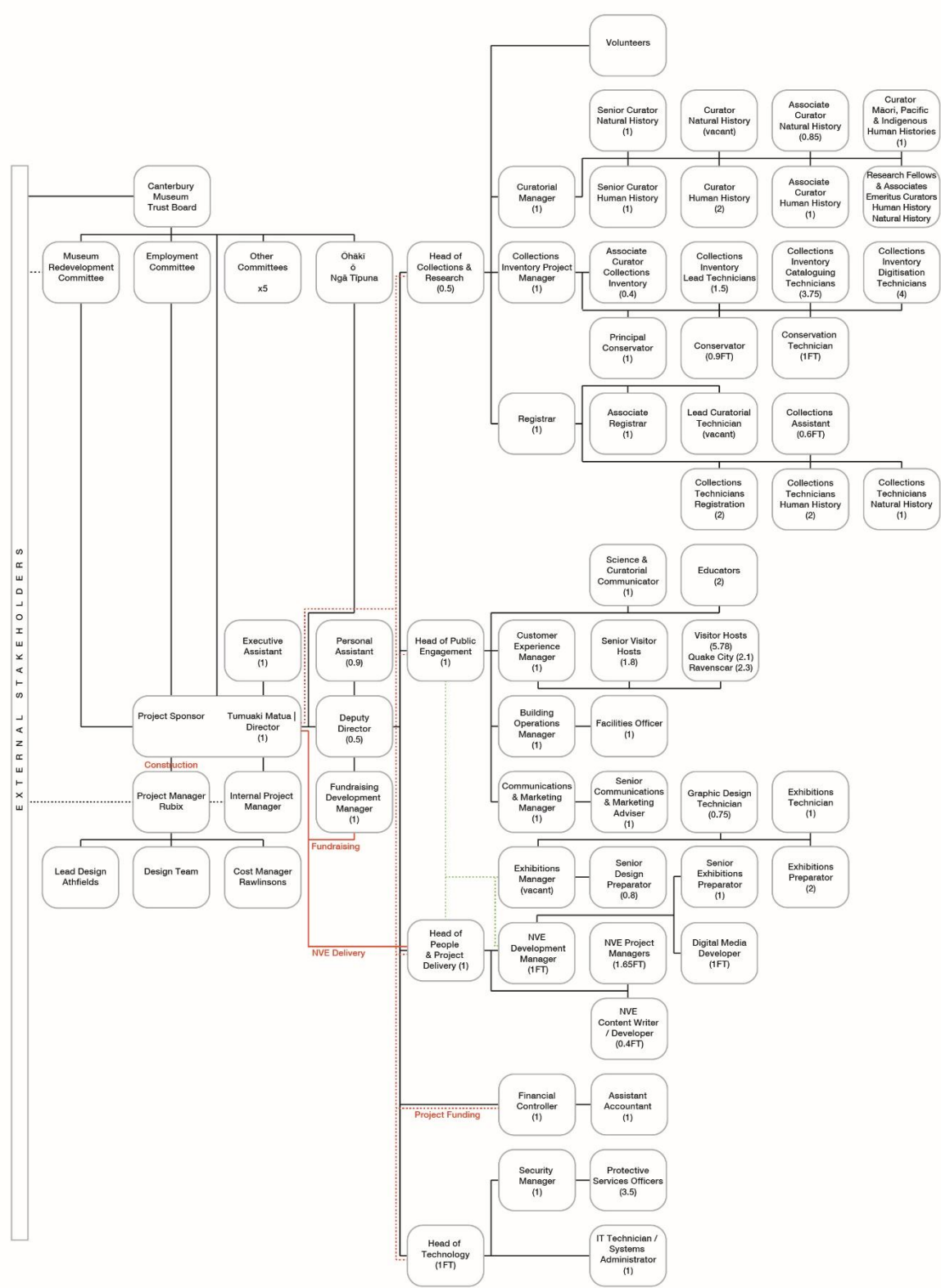
Areas of Accountability	Deliverables/Expected Results/Outcomes <i>Being personally responsible for:</i>
Visitor Welcome and Front of House	- Proactively welcome visitors with friendly and professional service. - Provide accurate and current information about exhibitions, programmes and facilities. - Encourage visitor donations appropriately. - Manage school group arrivals, including bag control and coordination with Education staff. - Maintain presentation of reception areas, information desks and visitor facilities. - Operate visitor pass systems and front-of-house services.
Customer Relationship Management (Internal and External)	- Building and maintaining effective relationships with key internal and external stakeholders to communicate and collaborate for mutual benefit and organisational growth, particularly to realise redevelopment objectives and delivery. - Being a strong communicator and negotiator who can relate to and motivate a wide range of people. - Listening well and responding effectively. Presenting written and oral information concisely, ensuring people are well informed. - Involving people when making key decisions that may impact upon them, using persuasion and influence, empathy and rapport. - Facilitating customer consultation to inform the delivery of the best possible user experiences.
Financial Management	- Working to agreed budgets and proactively seeking the best financial options and outcomes. - Assisting with monthly, quarterly and annual reports and project reports as required.
Personal and professional development	- Keeping up to date with professional information and literature. - Attending and contributing to relevant professional conferences, workshops and seminars. - Participating in all relevant corporate development training opportunities. - Identifying personal development training opportunities and, in agreement with your manager, attending and participating.
Museum excellence	- Adhering to Museum policies and procedures, guidelines and house rules. - Adhering to professional standards, practices and codes of ethics. - Promoting excellent customer service by living the Museum's values and objectives. - Working to ensure the Museum is a responsible tourism destination. - Proactively seeking continuous improvement to further enhance the visitor experience. - Promoting and maintaining excellent internal working relations. - Adhering to the Museum's health and safety practices and always remaining aware of all health and safety matters. - Ensuring use of sustainable practices wherever possible and continuously looking for ways for improvement. - Accepting additional responsibilities when requested.
Record Management and Archiving	- Creating records, both paper and electronic, as appropriate to your role. - Taking ownership of and responsibility for the management of your own and your group's Records and Archives following best practice records management procedures.
Health, safety and sustainability	- Maintaining the highest standards of health and safety. - Taking reasonable care that your own acts or omissions do not adversely affect the health and safety of other persons. - Reporting all accidents and reportable incidents. - Complying, as far as is reasonably able, with any reasonable instruction that is given to allow the organisation to comply with the Health and Safety at Work Act 2015 and its amendments.

	• Co-operating with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to staff. • Participating in Health and Safety training, including fire and evacuation training and participating in drills as required. • Being aware of risks that may impact the role. • Ensuring compliance with security requirements. • Acting in a responsible and sustainable way and minimising our negative environmental impact.
Other Duties	• Undertaking other duties commensurate with the role as reasonably requested by your manager from time to time. Perform such duties in a timely, accurate manner and in accordance with organisational policies and procedures.

Ngā Ahu | Dimensions

Visitors	Thousands of annual visitors across Museum sites
Sites	Canterbury Museum Pop-Up, Quake City & Ravenscar House Museum
Direct reports	None

<i>Knowledge and skills</i>	<i>Essential</i>	<i>Desirable</i>
• Excellent face-to-face customer service skills • Excellent telephone communication skills • Strong interpersonal and active listening skills • Ability to solve problems and make sound decisions • Experience handling difficult situations and resolving conflict • Cash handling and point of sale experience • Commitment to New Zealand's cultural heritage and Māori tikanga. • Excellent written and verbal communication skills. • Good understanding of and commitment to health & safety • A high level of computer keyboard skills and familiarity with information technology • A high level of attention to detail and accuracy • Good time management skills • Ability to work independently and within a team • Knowledge of Christchurch attractions	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓
<i>Experience</i>		
• Experience working in a museum or closely aligned sector • Experience in hospitality, tourism or visitor services • Experience working with people from diverse cultures & ages • Contributing positively to a team • Ability to build positive relationships • Recent front-line customer service • Experience within museums or cultural institutions	✓ ✓ ✓ ✓ ✓ ✓	✓
<i>Behavioural competencies</i>		
• Demonstrable strong work ethic that consistently delivers results. • Enthusiastic, motivated, receptive to ideas, polite, and patient. • Excellent teamwork capacity. • Commitment to a high level of customer service in a working environment requiring meeting specific deadlines. • Integrity, high motivation, and a sense of humour	✓ ✓ ✓ ✓ ✓	
<i>Qualifications</i>		
• A current First Aid Certificate or willingness to obtain one upon employment • Visitor industry, tourism, hospitality or customer service qualification	✓	✓



March 2026