



POSITION DESCRIPTION

- Position Title:** Exhibition Attendant, New Zealand at Venice 2019
- Reports to:** Project Director, working closely with the Exhibition Co-ordinator, Project Co-ordinator and Exhibition Manager
- Location:** Venice, Italy
- Duration:** 6 weeks
- Hours:** Maximum 6 days a week (7 hours per day)

Purpose: This role is responsible for assisting with the supervision and promotion of the New Zealand Pavilion (venue and art work). The Exhibition Attendant will be the sole representative overseeing the exhibition at Palazzina Canonica, Istituto di Scienze Marine (CNR-ISMAR) on a day to day basis, and regular monitoring and maintenance of the tree cell towers within the city. Position requires a high degree of independence, professionalism and initiative.

Information: The 58th la Biennale di Venezia will run from 11th May to 24th November 2019. In your covering letter please indicate your availability and preferred time of travel between early May and November 2019 (in 6 week blocks). The first Attendant will be rostered during the Vernissage, 8-10 May 2019.

The position is unpaid and Attendants are required to fund their own daily living expenses; however, economy return flights to Venice and shared accommodation will be booked and paid for by Creative New Zealand.

Training will be provided prior to departure. Attendants will be supported by the New Zealand-based Project Co-ordinator, Exhibition Co-ordinator, and Venice-based Exhibition Manager, who is the primary contact in Venice and manages the relief staff.

Applicants must have a valid passport.

If you are currently employed please provide a letter from your manager confirming that you will be given leave if you are offered the position.

KEY RESULT AREAS	CRITICAL TASKS	PERFORMANCE INDICATORS
Public Engagement	<ul style="list-style-type: none"> • Act in an ambassadorial role in relation to the project and the artist; • Be consistently well presented and maintain a professional manner that is respectful of the Biennale environment; • Extend a high level of hospitality at all times; • Ensure the venue/information desk is stationed at all times during opening hours • Meet and greet visitors to the venue and exhibition; • Proactively engage with visitors and assist in interpreting the project; • Give talks to small groups of visitors; • Maintain daily records of visitor numbers, noting all VIP visitors and maintain a journal of comments made by visitors; • Distribute information to visitors; • Undertake appropriate social media posts promoting the project according to CNZ guidelines • Post a minimum of two blogs over the period of your time in Venice (or as requested by Creative New Zealand Communications team) • Manage the flow of visitors in the exhibition space and proactively manage issues as they arise; 	<p>Visitors feel welcome and comfortable in the New Zealand exhibition and have a high quality experience of the artwork.</p> <p>Visitors receive clear communication about the exhibition; New Zealand contemporary visual art and Aotearoa/New Zealand generally, are presented and promoted in an informative and positive way.</p> <p>All contact with visitors is conducted in a professional, positive, friendly and courteous manner.</p> <p>The blog is up to date and regular articles are posted.</p>

KEY RESULT AREAS	CRITICAL TASKS	PERFORMANCE INDICATORS
	<ul style="list-style-type: none"> Maintain communication with the Exhibition Manager in terms of visitor services and marketing material. 	
Maintenance of the exhibition	<ul style="list-style-type: none"> Ensure the exhibition is operational and maintained at all times; Ensure that the technical equipment of the exhibition is functioning correctly including monitoring the functionality at each of the tree cell towers to report and if needed trouble-shoot issues with a technical expert to resolve any issues; Ensure that the sculptural works are cared for and maintained; Ensure the venue is open according to the agreed schedule; Ensure that the venue and grounds are kept clean and tidy; Undertake condition checks and carry out maintenance plan in accordance to the schedule provided by project team; Maintain regular communication with the Venice Exhibition Manager in terms of maintenance, cleaning, changes in condition and security; Complete training and handover of duties to incoming Attendant; Support the Venice Exhibition Manager to prepare the exhibition for de-installation, if appropriate. 	<p>Artwork is consistently presented at a high standard.</p> <p>Issues are quickly and satisfactorily resolved – following correct procedures as instructed by the Venice Exhibition Manager and Exhibition technical team.</p> <p>Technical issues are quickly detected, reported and resolved.</p> <p>The venue, exhibition and related spaces and materials are safe and presentable at all times.</p> <p>Project Director and Venice Exhibition Manager are well informed of any issues related to the venue and exhibition.</p> <p>Correct procedures, processes, and exhibition knowledge is shared between Attendants.</p>
Review	<ul style="list-style-type: none"> Contribute towards an evaluation survey and provide a written report on the experience. 	Creative New Zealand able to assess Attendant experience to inform future initiatives
Health and Safety	<ul style="list-style-type: none"> Actively contribute to Health and Safety at the venue to ensure safety of visitors and other team members at all times; Alert the Venice Exhibition Manager of any incidences and record incidences in the official logbook at the Pavilion. 	<p>The visitors and members of staff are safe at all times.</p> <p>Issues are quickly and satisfactorily resolved and recorded.</p>

Key Relationships

- a) Artist – Dane Mitchell
- b) Project Director – Jude Chambers
- c) Project Co-ordinator – Cassandra Wilson
- d) Lead Curator – Zara Stanhope
- e) Project Curator – Chris Sharp
- f) Venice Exhibition Manager - Diego Carpentiero
- g) Exhibition Co-ordinator – Amber Baldock
- h) Commissioner – Dame Jenny Gibbs
- i) Kaihautū - Karl Johnstone
- j) Communications Team, Creative New Zealand – Helen Isbister, Jasmyne Chung, Matt Allen
- k) Head of *New Zealand at Venice Biennale* Patrons - Leigh Melville
- l) Senior Manager, Arts Development Services, Cath Cardiff
- m) Other Creative New Zealand staff, such as the Finance Team

Experience and Expertise

Job-Specific Competencies

Art and Culture Interpretation

- Demonstrated ability in being able to clearly articulate art related ideas, themes and contexts to a wide range of people/audiences.
- Knowledge and understanding of the contemporary visual arts, (including the New Zealand arts sector) and a general understanding of the culture of Aotearoa/New Zealand.
- Knowledge and understanding of the Biennale.
- Knowledge and good understanding/appreciation of Dane Mitchell's work.

Communication Skills

- Able to provide information clearly and accurately.
- Excellent oral and written communication skills.
- Able to work easily with people, adaptable and works well in team situations.
- Confident, personable, conscientious, diligent and reliable.

Exhibition Management

- Experience in maintaining exhibitions, particularly sculpture, sound installations and multimedia.
- Knowledge of collection care and management would be an advantage, but is not a pre-requisite.
- Proficiency in completing official facility guidelines and procedures to a high standard.

Language

- A degree of fluency in Italian would be an advantage, but is not a pre-requisite.

Biculturalism

- Te Reo Māori - has a basic pronunciation level of Te Reo Māori;
- Tikanga Māori/Customary Concepts - has a basic understanding of tikanga Māori/customary concepts;
- Te Tiriti o Waitangi/Treaty of Waitangi - has an awareness of the historical significance of Te Tiriti o Waitangi and some understanding of its contemporary application.

Generic Competencies

Customer Service

- Able to anticipate, as well as respond in an effective manner, to the needs of Project Director and team members (internal and external);
- Able to maintain a problem-solving stance.

Interpersonal Skills

- Able to establish effective personal and working relationships with others and contribute to team-building; be a strong team member
- Able to work with a broad range of individuals and reach solutions which are widely accepted.