

Host – Special Effects Coordinator



Our Purpose

A global arts and entertainment company Making imaginary worlds a reality

Our Values

Creativity, courage, community, kindness, excellence and kotahitanga

Role Overview

The Tourism Team exists to deliver world-class experiences to domestic and international visitors and fans. We provide a hub of creativity with a diverse and passionate crew who love making cool stuff! Our tours are our chance for us to share that with our guests.

The role of the Host – Special Effects Coordinator will be to conduct guided tours, inform, enthuse and engage with our guests, while also ensuring their safety throughout the Wellington site's tour and retail experiences. The Host – Special Effects Coordinator will be key in promoting Tourism events and workshops by both conceptualizing them and assisting in running them, as well as creating the prosthetics within the prosthetics department, maintaining the specialized costumes, ordering unique materials that require specific knowledge of the product and tending to the spaces to showcase the Wētā Workshop's product to the public.

Key Accountabilities and Outcomes

Special Effects, Workshops & Events:

- Creates and leads the production of prosthetic pieces within our Prosthetics department to ensure a consistent level of stock for both tourism outlets
- Facilitates the purchase of special effects and makeup supplies and materials for Wellington events, seeking approval from the Attraction Assistant Manager when ordering
- Assists the Wellington Attraction Assistant Manager, Attraction Lead and Experience Lead in coordinating events when prosthetics are required, including scheduling when and where applications will occur
- Runs a catalogue of prosthetic and costume pieces required for our Wellington event space, including running a stocktake each fortnight and notifying an Operations Lead when an order is required
- Manages the costs produced when creating prosthetics required for both venues events, seeking approval from the Attraction Assistant Manager prior to running
- Efficiently and effectively tracks our costumes and prosthetics between our Auckland and Wellington locations, communicating with leads at both sites
- Maintains the cleanliness of character costumes, seeing to basic repairs where required
- Delivers full range of Creative Workshops, as well as School Holiday Workshops in Wellington

- Manages materials required for Creative Workshops, running a stocktake once a fortnight and seeking approval of the Attraction Lead when ordering
- Conceptualizes new Creative Workshop product plans to Tourism team leads, including plans on how to run them and how to roll them out
- Investigates methods of producing exciting marketing ventures within budgetary allowances
- Proficient in applying full range of prosthetics and does so at events in Wellington or elsewhere as required. Also acts as a Handler at events where required.
- Capable of training other Tourism crew in basic prosthetic applications and knowledge to assist with events
- Schedules facepainting in the Cave with an Operations or Retail Lead
- Assists the prosthetics department when required to upkeep and gain more knowledge, whilst continuing to manage their duties within the Tourism department

Tours & Experiences:

- Delivering exceptional guest experiences through our tour and retail interactions
- Inspire and connect our guests to the creativity in all that we do
- Embodies our values through all their actions and interactions
- Opens and closes *all tourism* spaces efficiently and effectively as per Opening and Closing Checklists
- Actively assists in the cleanliness of all tourism spaces
- Delivers Creative Workshops, as well as the cleaning and restocking of supplies
- Completes promotional tasks on-site or off-site as required
- Delivers unique events in our venues and off-site, including pack-in and pack-out, event tours, SFX stations, themed characters, throne photo operators, or others
- Maintains the prosthetics within our tour space, issuing basic repairs or introducing new pieces as needed

Retail & Bookings:

- Processes retail transactions, following the procedures of the 'Cave Manual'
- Actively welcomes all guests to the Wētā Cave consistently and with enthusiasm
- Has a strong knowledge of the products we sell and how they are made, and is able to share this knowledge with guests
- Monitors bookings for the day, making sure no money is owed by guests
- Communicates any changes or requests in Bookings clearly by using the appropriate systems
- Uses Teams whilst in the Cave to ensure effective communication with the wider team

Key Skills

- Champions excellent health, safety and wellbeing practices
- Communicates in an open and productive manner, providing constructive feedback to the appropriate channels
- Proactively and creatively problem solves, using their initiative and resilience
- Meticulous attention to detail
- Maintains a positive, can-do attitude and supports a positive team environment
- Produces high quality prosthetic pieces at competitive prices

Experience and Qualifications

	Required	Preferred
Education	NCEA Level 2	Certificate in Tourism
Experience	Minimum 12 months working in Tourism industry	
	Prosthetics/make up fx in a practical environment	Prosthetics/make up fx in film industry or events

Key Working Relationships

Internal

- Tourism leaders in Auckland and Wellington
- Head of Prosthetics, and Prosthetics Department
- All Wētā Workshop Crew

External

- Guests
- Event clients