



Duty Supervisor

Reports to: Attractions Lead
Location: Miramar, Wellington

Role Purpose

The role of a Duty Supervisor is to support the Attraction Lead and Experience Supervisor to drive the exceptional delivery of our visitors' experience across all our delivery spaces.

The Duty Supervisor is responsible for supporting the Attraction Lead from the floor, assisting, and leading in the completion of daily tasks. As well as ensuring the appearance of the experience is maintained to the highest standard, retail engagement is delivered, and Delivery Crew are enabled to deliver a world class experience.

- Work closely with the Attraction Lead & Experience Supervisor to ensure the attraction is running efficiently through proactive staff management and maximizing the experience's timings and capacity.
- Be available across seven days of the week in line with the needs of our core events business.
- Champions excellent health, safety and wellbeing practices.
- As a leader of others: Builds the 'big picture' by championing Wētā Workshop's philosophy, values, and strategic initiatives; Makes things happen by establishing team goals, processes, and role clarity, taking action that's in the best interests of the company; Creates awesome teams by building trust and a safe environment to learn, create, and contribute freely; communicates efficiently and effectively with both the leadership team and Hosts.
- Conduct check-ins and one-on-ones with our Hosts to ensure they're performing at their best.

Key Accountabilities & Outcomes

Support our experience delivery 'from the floor' and be a driving force of continuously improving exceptional delivery and attention to detail.

- Be a key component of our delivery team delivering exceptional experiences to guests.
- Ensure all areas of delivery are portrayed the highest standard.
- Drive a culture of exceptional attention to detail.
- Lead by example to set standards of delivery and experience.

Assist the Attraction Lead & Experience Supervisor to oversee core day-to-day duties as required and ensure best practice approach and culture is maintained throughout.

- Be the do-er and ensure tasks are completed in entirety, on time and to the highest standards.
- Follow due processes, seeking new improved ways to complete tasks.

- Provide constructive feedback to improve efficiencies and opportunities to deliver.

In the absence of team leaders, or as otherwise required, provide 'on the day' supervision of Hosts and delivery spaces placing visitor experience as a key priority in all activity.

- Ensure that each day is well delivered in accordance with a daily run sheet of events and a briefing, including news, roll call notes and tasks.
- Manage staff sick cover or sudden changes to the roster; provide emergency relief cover where necessary.
- Keep all guests safe during their visit by ensuring all tour guides adhere to the health & safety policy every day.
- Actively support practises to ensure the site is safe daily and Champion reporting.

Operational duties

- Opening and closing site when/if required
- Troubleshooting any experience faults when/if required
- Ensure Experience faults are reported in a timely matter
- Ensure all Health & Safety incidents are reported in a timely manner
- Support Health & Safety committee in the implementation of new policy
- Assist with new crew inductions

Retail Cave duties

- Ensures daily Cave duties are completed.
- Ensures that guests experience outstanding service in the Cave.
- Champion brand representation, Cave, and company vision.
- Drive crew to champion retail sales, bookings, and phone calls as per policy.
- Assists Retail & Activations Specialist and Retail Supervisor with Merchandising changes.
- Supports Retail & Activations Specialist and Retail Supervisor with the execution of promotions
- Ensures merchandise is priced correctly and creates pricing signage when required.
- Reports any stock requirements to the Retail & Activations Specialist in a timely manner.
- Ensure any exchanges or refunds are handled efficiently and accurately
- Deliveries are processed in a timely manner and the stockrooms are clean, tidy, and well organised
- Open and Close the Cave efficiently
- Cash up Point of Sale systems when required
- Delegates duties to the Crew and follows up to ensure task completion.
- Maintains a high standard of cleanliness and presentation of displays in the Cave.
- Ensures any customer requests are reported to the Retail & Activations Specialist and Retail Supervisor and followed up.

Health, Safety, and Well-being

- Follows all health, safety, and well-being rules, procedures, and instructions. Takes reasonable care to look after their own H&S at work and the H&S of others.
- Champions excellent health, safety and wellbeing practices.

Qualifications & Experience

- NCEA Level 3 or equivalent
- 1+ years' experience as a host or tour guide
- Familiarity with retail operations related to tours

Skills & Competencies

- A knowledge/understanding and passion for movies, pop culture, graphic novels etc.
- Superior communication and storytelling abilities
- Visitor-focused, adaptable, and personable demeanour.
- Proficient in managing tour groups and maintaining guest engagement.
- Detail-oriented and proactive in preserving presentation standards.

Key Working Relationships

Internal

- Attraction Lead
- Experience Supervisor
- Attraction Assistant Manager
- Retail & Activations Specialist
- Retail Supervisor
- Duty Supervisors
- Senior Hosts
- Hosts
- Drivers
- Stage Artists
- Other Tourism Crew
- Unleashed Crew

External

- Guests/Customers
- Precinct operators

Change to Job Description

Completed on: 1/11/2024 Review Date: 1/11/2025