



VISITOR EXPERIENCE MANAGER

Stardome

Stardome Observatory & Planetarium is a much-loved place of exploration, education and research. We are woven into the fabric of Auckland City, having been passionate about sharing our love of space as far and wide as possible since 1967 from our Maungakiekie location.

As we enter a period of change, we are seeking an experienced visitor experience professional to join our team.

The Role

The Visitor Experience Manager is a critical member of the senior management team. Reporting to the Chief Executive, the VEM is responsible for providing manaaki to our manuhiri through the delivery and development of the visitor experience across both our day and evening programmes. The VEM leads a team of presenters and front of house staff, as well as leads on the development of our exhibitions.

We are looking for someone who has:

- a comprehensive understanding of audiences and audience-centric experience development
- exceptional customer service skills
- an ability to think strategically and creatively to ensure Stardome is fit for the future
- 3-5 years' experience in developing exceptional front of house, interpretation, and exhibition experiences
- an understanding of Te Tiriti o Waitangi, Te Ao Maori, and biculturalism
- an aptitude for managing a diverse team
- a passion for space, science, and matauranga

Applications close Sunday 15 March, 2020.

For more details and to apply, please email victoriat@stardome.org.nz