

## Position Description

Vacancy Title: **Manager Experience**

Location: **Suva**

Reports To: **None**

### Objective

This role is to effectively develop Events, educational programs, community outreach initiatives, manage and deliver to engage diverse audiences while being linked to the Fiji Museum's exhibitions, collections, and archaeology programs that is collaboratively created with the Technical Services section to enhance visitor engagement. This role reports to the Chief Executive Officer (CEO).

### Outcomes

#### Organisational Stakeholders

##### 1. Leadership Experience

- The section's contribution to the annual budget is planned, prepared, and reported effectively to ensure thorough and accurate documentation.
- A program of events is developed and successfully delivered in collaboration with relevant organizations and groups, including initiatives like International Children's and Women's Days and International Museum's Day.
- Connections are established with organizations and businesses across Suva (e.g., GPH, National Council for Persons with Disabilities) to ensure inclusive and engaging events that attract diverse participants—spanning all cultures, demographics, and age groups—while broadening the museum's reach beyond traditional boundaries.
- Representation on the Tokani (Friends of the Fiji Museum) Council is effectively undertaken, group activities are overseen, and reports are prepared for CEO endorsement.
- The Museum's grounds, buildings, and other assets are maintained in accordance with relevant policies and procedures to ensure proper care.
- Outsourced marketing services are appointed and managed to align with the implementation and promotion of experience programming.
- Printed and online materials from various departments are reviewed and proofread (e.g., exhibition label copy, education training materials, public programme materials, advertising, and marketing collateral) to ensure accuracy prior to finalization.
- Applications for external grant and funding opportunities are submitted for visitor experience topics such as inclusion and diversity, accessibility and disabilities, public programming, and internship programs.

##### 2. Education and Outreach Programming

- Educational programs and interactive activities for the Museum are coordinated and maintained, including initiatives such as schools' class field trips, university student visits, senior citizen education opportunities, and adult tour groups.
- Safe and accessible experiences are ensured for all visitors, including young people, vulnerable individuals, and marginalized communities.
- Mobile and external outreach activities/displays are coordinated with the CEO's endorsement.
- The museum education curriculum is developed and reviewed, including the organization of school holiday programs.

##### 3. Volunteer, Intern and Docent Training and Programmes

- Orientation and induction for docents, interns, and volunteer-guided tour programs are coordinated and conducted, including both tours facilitated by other Fiji Museum staff and, at times, guided tours undertaken personally.
- The provision of security services for the Museum premises is overseen, ensuring alignment with relevant operational responsibilities.
- The Fiji Museum internship, volunteer, career shadowing, and succession planning/fellowship programmes are managed, encompassing application processing, recruitment, training, and the scheduling of programme facilitation.
- Correct procedures for safety clearances and checks are ensured for individuals participating in programs with the Fiji Museum.

##### 4. Organisation's image and value standards demonstrated and promoted

- Collaborate with other teams in the organisation for the benefit of the organisation
- Monitor and encourage team members to uphold image and value standards
- Uphold and demonstrate the organisation's image and values

### Responsibilities - Key Competencies

Competence	Description
<b>Business</b>	
Strategic Development	Establish the strategic direction and steer the organisation towards its goals
Business Performance	Manage the performance of the organisation.
Change Management	Implement and manage changing situations resulting from a change in strategic/business.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Resource Management	Deliver results through the efficient and effective allocation and use of supplies, equipment and people.

<b>Competence</b>	<b>Description</b>
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Documentation	Communicate using formal business writing.
Communication	Exchange information through verbal communication
<b>Customer</b>	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Promotion	Promote the value of the products/services offered by the organisation.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.
Social and Cultural Awareness	Respond respectfully and effectively to people of different cultural and social backgrounds.
<b>People</b>	
Leadership	Utilise a leadership position to influence people and events and to increase performance.
Innovation	Use original and creative thinking to make improvements and/or develop and initiate new approaches.
Learning	Develop the competencies of self and others to enhance performance.
<b>Professional</b>	
Technical Strength	Demonstrate knowledge of a specialist discipline.
<b>Operational</b>	
Environment	Establish and maintain an environmentally friendly organisation

## Qualifications

<b>Qualification</b>	<b>Discipline</b>	<b>Notes</b>
<b>Preferred</b>		
Higher Degree incl. Post Grad Cert or Dip	Education	
<b>Preferred</b>		
Degree	Education	

## Work Knowledge and Experience

Should have at least 3 years experience in management position or 5 years experience in supervisory and team leader position  
 Proficient in Microsoft excel and word and preferably collections software such as PastPerfect  
 Experience working in the performing arts or tourism sector

## Requirements

### Language Proficiency

Excellent command of both written and spoken English

### Regulatory Compliance Requirements

Police Clearance  
 Medical Clearance

## Other Required Requirements

The Fiji Museum is an Equal Employment Opportunity Employer. Applications are encouraged from all eligible, qualified applicants. Only specific knowledge, experience, skills and abilities required for the job will be considered in assessing the relative suitability of applicants.

## Interactions

<b>Type</b>	<b>Interaction</b>	<b>Comments</b>
<b>Internal</b>		
	Chief Executive Officer	
	All employees	
<b>External</b>		
	Museum visitors	
	Community	

Type	Interaction	Comments
	National Council for persons with Disabilities	
	Friends of the Museum	
	Educational Institutions	
	TTFB	

## Attributes

### Behavioural Styles

- Accountable Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
- Innovative Devises new and creative ways to do things comes up with original ideas.
- Integrity Adherence to moral and ethical principles; soundness of moral character; honesty.
- Enthusiastic Shows high levels of excitement and interest, and expresses positive feelings.

### Interpersonal Styles

- Empathic Has the ability to understand somebody else's feelings or difficulties.
- Team Enjoys being with others as part of a group or team.
- Oriented
- Perceptive Shows keen insight and understanding of issues or situations.

### Thinking Styles

- Holistic thinker Considers issues/situations as a whole rather than analysing or dissecting the parts.
- Initiative Takes action and makes decisions without the help or advice of other people.
- Well organised Controls tasks in a well thought out and critical manner.

## How To Apply

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## Contact for Enquiries

Contact Name: Marie Drauna

Contact Email: marie@maxumise.com

Further Contact Information: --

**Closing Date: 24 Apr 2025**