

Position Description

Title:	Development Manager	Reports To:	Head of Development
Directorate:	Office of the CE and Development	Direct Reports:	nil
Status:	Permanent, Full Time 1.0 FTE	Date:	May 2023

About The Museum

Tāmaki Paenga Hira Auckland War Memorial Museum is New Zealand's largest museum, caring for more than 4.5 million taonga. We are Auckland's home of commemoration, New Zealand's oldest research institution, an education facility, and a major tourism destination. We employ approximately 300 people and have over 200 volunteers who kindly donate their time to us.

We offer a rich and fulfilling work life where we embrace diversity and nurture our bicultural capability as demonstrated in our Teu le Vā and He Korahi Māori strategies. We also offer a great range of benefits such as flexible work and leave, Insurances, and an award-winning wellbeing programme.

Purpose & Context for the Role

The Development Manager's (DM) focus is to maximise fundraising income through a Trusts & Grants and Corporate Partnerships portfolio. To help Tāmaki Paenga Hira Auckland Museum meet its priority strategic goals that include, securing funding for (but not restricted to) Capital Campaigns, Exhibition, Gallery Renewal and Educational Projects. The DM is responsible for overseeing all Trust and Grant activities, stewarding high level relationships with the Head of Development, and managing a portfolio of corporate partnerships. This will require directing and managing prospective research, tracking activity, application deadlines and reporting needs across all trust, foundations, and corporate partnership portfolios. The Development Manager works closely with the Head of Development to prioritise Museum fundraising projects, secure new business, and manage internal stakeholder relationships across all Museum Departments. Important in this role, is the ability to translate Museum development projects into compelling cases for support.

The core responsibilities of the Development Manager are.

- Managing and maintaining all Tāmaki Paenga Hira Auckland Museum trust and grant fundraising activities and a managing a portfolio of corporate partnerships.
- Drive and identify new opportunities within the trust and grant development portfolio and manage high level relationships within these portfolios
- Act as ZIC to the Head of Development when required
- Support corporate partnerships and manage a portfolio of partnerships end to end

Tāmaki Paenga Hira Auckland War Memorial Museum’s Development Team is responsible for the delivery of income achieved via a blend of fundraising activities. While all roles within the team have their distinct responsibilities, there is a culture of shared donor experience and interdepartmental support, peer review and commitment to consistent, premium donor service.

The Museum has confirmed ownership of the Development Strategy and that it will be the sole face of fundraising for the organisation. As a function, fundraising has always been a critical component for Auckland Museum to enable capital investment and support for exhibition, gallery renewal and research programmes. The Development Strategy provides for growth in capacity and capacity in fundraising and is a critical component for the Museum to realise the goals of its long-term strategy, particularly to Reach More People, and Grow our Income and Enhance Value for Aucklanders. The Development Manager forms an important function for the Development Team to enable it to reach ambitious fundraising and commercial income goals.

Trust and Foundation support is a traditional strength for the Museum’s Development and is expected to continue to have a great track record of success. To grow revenue, the focus will be on new business through Corporate Partnerships.

In context of a growing and more diversified development function for the Museum, the Development Manager will have a finger on the pulse of the fundraising industry, identifying trends in NZ and overseas, and share experiences and case studies to inform and maximise chances of success across Development portfolios.

Success is measured by an increase in development revenue, with a focus on new business through corporate partnerships and increasing support via trusts, foundations and government agencies.

The Museum is a bicultural workplace and the person in this role will uphold the principles of He Korahi Māori and Teu Le Vā.

Accountabilities

Key Tasks:	Key Activities:
Internal Stakeholder Management	<ul style="list-style-type: none"> • Project manage and drive the application process, gathering information and budget detail sufficient to tailor and write major applications ensuring all funding criteria is met. • Manage and oversee all current trust and grant funding – applications, proposals, meetings, reporting deadlines and financials. • Working closely with the marketing team, manage and oversee all current trust and grant funding collateral and digital applications. • Support the Development Executive to achieve best results, in their own portfolio of trusts and grants, including researching, applications, reporting deadlines and financials. • Conduct and/or direct continuous prospect research relevant to projects seeking support.

	<ul style="list-style-type: none"> • Manage Head of Department scoping meetings including fundraising needs and opportunities to support departmental projects. • Liaise internally to proactively identify projects and initiatives which require development support. With Head of Department, ensure prioritisation by the Development Team for all trust and grant and corporate fundraising projects and that priorities and progress are well communicated internally. • Maintain supportive and trusted relationships with Museum colleagues including Executive Team, Head of Departments, and staff. • Manage and support all major funding applications and high-level approaches.
External Stakeholder Management	<ul style="list-style-type: none"> • Conduct and/or direct continuous prospect research relevant to projects seeking support, this may include trusts, foundations, corporates, or government departments. • Initiate and develop relationships with corporate partners to enhance understanding of the Museum's vision, case for support, and 5-year strategy. • Working with the Head of Development in the activation of corporate partnership workstream and the development of a corporate partnership framework and strategy. • Manage portfolio of corporate partnerships delivering exceptional account management ensuring strategic objectives are met. • Support the Development Executive in relationship management with trusts, foundations, and government agencies. • Attend functions and events representing the Museum when appropriate.
Data and administration management	<ul style="list-style-type: none"> • Manage all accountability reports, publications and/or communication as a result of successful funding. • Oversee and reconcile monthly revenue generating reports and forecasts from finance for trust, grants and corporates. • Responsible for the central collection, development, maintenance and reporting of fundraising data within the GEMS portal and Tessitura database. • Responsible for a centralised calendar of fundraising activities and contractual obligations with trusts, foundations government agencies and sponsors. • Oversee and support fundraising functions as required.
Team Support	<ul style="list-style-type: none"> • Support the Head of Development on all fundraising projects. • Contribute to the management of workflow of the Development Executive • Support the Development Executive workflow to include contractual and timebound reporting, applications and general administration including some receipting. • Contribute to discussions around team performance, training and professional development needs.

	<ul style="list-style-type: none"> • Oversee agendas and contribute to teamwork in progress and fundraising meetings
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Important Relationships

External:

- Trust, Grant and Government Funders
- Select local and central Government agencies
- Museum stakeholders
- Corporate Partner Organisations
- Funders
- Donors
- Research Partners
- Philanthropists

Internal:

- Executive Team
- Heads of Departments
- Project Managers
- Development team colleagues

Our Expectations of our People

Ensure a healthy and safe work environment

- Takes reasonable care of their own health and safety and ensures that their actions don't cause harm to themselves or others.
- Complies with any reasonable instructions, policies or procedures on how to work in a safe and healthy way.
- Understands and adheres to emergency and evacuation procedures.
- Speaks up about health and safety matters that could affect them or their workmates.
- Actively participates in hazard identification and reporting.
- Makes suggestions on how to improve health and safety at work.

Cultural awareness

- Proactive awareness and engagement with a wide range of cultures and associated protocol and traditions within Auckland, with particular reference to the Māori Dimension (He Kōrahi Māori) and Pacific Dimension (Teu le Vā).
- Understands and demonstrates the principles and application of the Treaty of Waitangi and the implications for the work of the Museum.
- Demonstrates a thorough understanding of the Museum's specific obligations in Auckland's cultural landscape and actively contributes to its evolution from a colonial institution to a future museum.

Digital capability

- Almost every role at the Museum depends upon technology to fulfil its purpose, we also use technology to create, store, protect, use, and share our digital assets. All Museum workers are responsible for the appropriate use of technology, compliance with all cybersecurity instructions, and the wellbeing of our digital assets.

Develop self for current and future employment

- Knowledge and skills are developed and maintained for competent performance of current position.

He Waka Eke Noa – Values & Behaviours

He Waka Eke Noa describes our unique identity and how He Korahi Māori and Teu Le Vā underpin how we think, act, and feel as employees of Auckland Museum. It is a leadership competency framework which sets out how we lead, behave and work with each other, our visitors, and communities.

- **Authentic** – Understanding our purpose, practicing our values, leading with our hearts
- **Customer Centred** – Creating memorable positive experiences for each other and our audiences
- **Respectful** – Honouring each other, valuing our differences
- **Connected** – Connected to each other, our work, and our communities
- **Growth Mindset** – We treat challenges as opportunities

Core Competencies Required

Self-awareness

- Creates a team culture of feedback and self-awareness. Is approachable, and actively listens to direct reports, ensuring they feel heard.

Connected

- role models collaboration, cooperation and a “one museum” view.

Integrity

- Practices what they preach, rewards behaviour aligned with shared organisational values and principles and disapproves of behaviour that isn't.

Manaaki

- Role-models manaakitanga and teu le vā through the quality of service they deliver and by the care demonstrated to their colleagues, direct reports and manuhiri.

Resilience and Optimism

- Remains calm and doesn't become defensive, keeps things in perspective for their people. Keeps a positive mental attitude when the going gets tough.

Authentic

- Champions and enables team members to connect with the Museum's vision and goals delivering on our commitments to Te Tiriti Ō Waitangi, He Korahi Māori and Teu Le Vā.

Accountable

- Takes personal responsibility, will tackle challenging issues and take a tough stand when required.

Inclusive

- Respects that people are free to be themselves and express their identities.

Generosity

- Enables others to succeed by providing appropriate information, resources and autonomy. Actively seeks opportunities to encourage and develop their people.

Additional Competencies Required for this Role

Success in this role requires the following additional competencies.

Business Acumen (Accountable)

- Puts the Museum first and prioritises being respected as a leader over being liked as a person.
- Takes a systems approach to analysing problems without blaming individuals, maintaining focus on the end goal rather than the problem.

Customer Focus (Big Picture)

- Delivers to the expectations and requirements of internal and external stakeholders with the long-term goals of the Museum in mind.

Perseverance (Resilience & Optimism)

- Leads their team members to stay positive and focused on delivering results in tough times.

- Keeps their people inspired and hopeful; stays focused on building positive momentum for the betterment of the healthier whole.
- Frames new directions in understandable, innovative and inspiring terms.
- Avoids seeing crises as insurmountable problems and keeps things in perspective for their people.

Managing & Measuring Work (Accountable)

- Sets clear objectives and measures and monitors process, progress and results.

Skills & Experience Required for this Role

Success in this role requires the following foundations.

- Excellent interpersonal skills and the ability to work effectively with people at all levels
- Experienced professional with at least 5-7 years experience in the charitable sector
- Demonstrated success in business, proposals and reports writing
- Proven record in trust and grant submissions & applications
- Excellent administrative skills, attention to detail and systematic methods of working
- Experience interacting with business executives & trustees
- Database experience with Excel and CRM database (Tessitura preferred)
- Demonstrated success in relationship management
- Strong writing, presentation, organizational and interpersonal skills
- Ability to work independently and to demonstrate creativity, flexibility and initiative
- Ability to set and meet deadlines, work within a team environment and manage multiple tasks in a dynamic, often hectic environment
- Proven influencing and sales skills
- Proven project management and administration skills
- Ability to coach team members as required
- Relevant tertiary qualification

Personal Attributes Required for this Role

Success in this role requires the following attributes.

- Has a genuine desire to work productively and co-operatively with all stakeholders across the Museum and beyond
- Is energised by working in a fast-paced and lively organisation
- Good verbal and superior written communication skills and the ability to communicate and build relationships with a broad range of people at all levels and from multiple cultures and backgrounds
- Outcome and delivery focused

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