

Position Description

Title:	Governance Manager	Reports To:	Head of Department
Directorate:	TBC	Direct Reports:	None
Status:	Permanent 1.0 FTE	Date:	December 2025

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 Governance Manager is responsible for the delivery of high quality, efficient and compliant governance operations across the Museum. The role acts as Trust Board Secretary, supports the Chief Executive and Board Chair, and ensures Board and Committee processes, documentation and statutory reporting meet legal and governance standards.

This role provides expert governance advice, maintains the Board and Committee forward work programme, leads policy and compliance registers, coordinates the Museum's risk management framework, and oversees Privacy and LGOIMA responsibilities. The Governance Manager works closely with the Executive Support team, who provide logistical and diary support to the Chief Executive and Board, ensuring seamless governance delivery.

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:
Board Secretariat Leadership	<ul style="list-style-type: none"> Act as Trust Board Secretary, attending Board and Committee meetings, documenting decisions, ensuring accurate and timely minutes

	<ul style="list-style-type: none"> • Coordinate with the Executive Support Manager to ensure Board meetings, agenda planning and paper circulation are delivered to standard • Maintain the Board's forward planning calendar and ensure governance reporting is aligned to organisational priorities and statutory requirements • Provide procedural guidance and governance advice to the Chief Executive, Board Chair and Committee Chairs
Governance Practice and Compliance	<ul style="list-style-type: none"> • Maintain governance frameworks and ensure adherence to best practice • Monitor governance risks and emerging issues, advising the Chief Executive and Head Communications, Governance and Change as required • Maintain policy review schedules and ensure policies are current, version controlled, and accessible
Statutory and Corporate Reporting	<ul style="list-style-type: none"> • Lead the preparation of statutory documentation including Board annual declarations and governance disclosures • Coordinate contributions to corporate publications (Annual Plan, Annual Report, SSP) alongside Communications and Finance leads
Risk Management Coordination	<ul style="list-style-type: none"> • Manage and maintain the Museum's risk register, coordinating updates from risk owners and ensuring consistent reporting to the Executive Team and Audit and Risk Committee • Support the Chief Executive and Head of Department to ensure risk discussions are timely and well informed
Privacy and Information Requests	<ul style="list-style-type: none"> • Serve as the Museum's Privacy Officer, ensuring compliance with the Privacy Act • Oversee responses to LGOIMA requests and maintain register and tracking processes • Provide guidance to departments on appropriate information handling in relation to governance obligations
Organisational Policy and Contract Registers	<ul style="list-style-type: none"> • Oversee governance-level policy registers and ensure scheduled reviews are completed • Maintain oversight of contract registers for governance visibility and compliance
Leadership of Governance Support Functions	<ul style="list-style-type: none"> • Support the Executive Team and other Board presenters to ensure high quality governance documentation and Committee support • Foster cooperative partnership with Executive Support Team to ensure strong operational delivery of governance logistics

Important Relationships

External:

- Board members and Committee Chairs, Auckland Council and entities where required for statutory compliance, Auditors and regulatory agencies, External governance advisors and legal counsel, Peer governance stakeholders in sector organisations

Internal:

- Chief Executive, Heads of Departments, Executive Team, Executive Support Manager, Head of Finance, Communications and People & Organisation teams, Staff and Volunteers

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 – Leading Others

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 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

Integrity & Trust (Authentic)

- Is open to feedback and asks for it; listens without justifying when receiving feedback.
- Accepts responsibility for developing healthy workplace relationships.
- Asks for help when there are situations impacting their ability to support or work with others.
- Leads with integrity (tika me te pono) and care (aroha) for each other.
- Holds themselves accountable for their performance and for promises made to others.
- Takes opportunities to share positive stories about work, customers and culture; avoids gossip.
- Acts as an advocate and ambassador for the Museum at work and in life.
- Addresses problems promptly and directly at the source.
- Keeps confidences and admits mistakes.

Composure (Resilience & Optimism)

- Is cool under pressure
- Does not become defensive or irritated when times are tough
- Is considered mature
- Can be counted on to hold things together during tough times
- Can handle stress
- Is not knocked off balance by the unexpected
- Doesn't show frustration when resisted or blocked
- Is a settling influence in a crisis

Peer Relationships (Connected to each other)

- Is always ready to share with and help others, even if they need to go out of their way.
- Creates meaningful connections with people that are personalised, relevant and informative.
- Is engaging, open and willing to go the extra mile for people.
- Learns about the cultures and preferences of others so they can share and connect in an appropriate and engaging way.

Strategic Agility (Big Picture)

- Able to look beyond immediate tasks and see the bigger picture, envisioning potential futures and setting a clear direction for achieving desired outcomes.
- Recognises trends, changes, and emerging opportunities within the external environment that could benefit the organisation.
- Is flexible and open to change, able to pivot strategies when necessary to respond to new information or evolving conditions.
- Assesses potential risks and preparing for possible challenges, balancing the need to innovate with prudent risk management.
- Makes timely and informed decisions that move the organisation towards its goals, even when faced with uncertainty or complexity.

Skills & Experience Required for this Role

Success in this role requires the following foundations.

- Extensive experience in providing governance support to Boards, ideally including Board Secretariat responsibilities
- Strong knowledge of governance frameworks and compliance obligations
- Experience coordinating risk management and statutory reporting
- High quality drafting skills for governance papers, minutes and briefs
- Strong understanding of governance frameworks, regulatory compliance, and best practices in Board processes and documentation.
- Experience in risk identification, assessment, and mitigation within a governance or operational framework.
- Knowledge of risk management practices, with the ability to maintain and manage a Risk Register, monitor compliance, and advise on risk-related matters.
- Proficiency in managing policy updates and contract lifecycles, ensuring alignment with governance standards and compliance obligations.

Personal Attributes Required for this Role

Success in this role requires the following attributes.

- Strategic and Forward-Thinking
- Integrity and Discretion
- Diplomatic and Relational
- Politically astute
- Detail-Oriented and Organised
- Adaptable and Resilient
- Strong Communicator
- Self-Motivated and Proactive
- Analytical and Decisive
- Collaborative and Team-Oriented

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