# Position Description

| Title: | Developer | Reports To: | Digital Platforms Manager |
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| Directorate: | Technology & Digital | Direct Reports: | Nil |
| Status: | Permanent 1.0 FTE | Date: | November 2022 |

## 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 Developer sits within the Digital Platforms team and develops, maintains, and improves Tāmaki Paenga Hira Auckland War Memorial Museum's digital platforms including the core website, stand-alone subdomains, and onsite digital products. This role meets and advises on the internal digital development requirements, including documentation, development, testing, deployment, training and support, with some support from a Senior Developer.

The Museum's published 20-year Future Museum strategy spans across all the dimensions in which the Museum operates. United in its purpose to increase its accessibility to the public, more Aucklanders than ever are engaging with their Museum onsite, offsite and online.

The Museum's Five-Year Strategic Plan and supporting Technology and Digital Strategy are vital to the success of the Museum's Masterplan. These strategies include key principles that guide the increased access to the Museum's collections and delivery of compelling visitor experiences. Like the Museum itself, the strategy is audience-focused.

The Museum is at an exciting time of renewal and is continuing its digital journey - to build on the foundations that have already been established; see the potential that an increasingly digital world presents and inspire memorable, meaningful, and sharable encounters to create a 21st century Museum experience.

The Digital Platforms team leads, nurtures, and encourages an environment of innovation, creativity, and collaboration, supported by robust processes and a customer-first attitude. The Developer plays an important role in ensuring the successful delivery of the Museum's transformative strategies

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: |
|---|---|
| Digital Product Development and Maintenance | • Develop, support, maintain and improve existing digital products, including the Museum's website, standalone subdomains, and onsite digital product, as per the internal website enhancement and development roadmap.<br>• Develop for continuous improvement of digital products.<br>• Scope, develop, test, and enhance new digital products and initiatives in collaboration with a design and development project team.<br>• Contribute to discussions with internal and external stakeholders to help determine appropriate technical solutions and priorities where digital products are commissioned.<br>• Develop to best practice standards, especially for accessibility, data sovereignty, and SEO.<br>• Actively participate in Technology & Digital planning including infrastructure, support services, hardware specifications and software configuration.<br>• Maintain appropriate records; document newly developed systems and develop procedures for system operations.<br>• Proactively identify risks, anticipate issues, and support the Senior Developer and the rest of the Digital Platforms team to mitigate risks in advance. |
| Digital Understanding and Innovation | • Understand the Museum's goals as described in Future Museum, the Five-Year Strategic Plan, Annual Business Plan, Technology & Digital Strategy, and other related strategies.<br>• Ensure the Museum's digital products are developed to cater to the needs of their audiences – inspiring deep engagement, transformative learning, active participation and repeat visitation (physical and virtual).<br>• Use best practice to ensure the development of the Museum's digital products is world-class, innovative, and consistent with the Technology & Digital Strategy.<br>• Keep up to date with national and international trends and practice.<br>• Apply and share learnings within the wider Technology & Digital department and with stakeholders from other Museum departments.<br>• Support business-as-usual work of the Digital Platforms team as part of the wider museum environment (e.g., attending All-Staff meetings, contributing to workshops, etc). |
| People | • Develop effective working relationships with colleagues who contribute to digital development and delivery. |

## Important Relationships

External:
- Various external stakeholders as required

Internal:
- Various internal stakeholders as required – , including ICT, Digital Experience, Exhibitions, Curators, Visitor Hosts and Visitor Market Research.

## 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

**Generosity**
- Displays goodwill towards colleagues and assumes the best of them, letting it go when mistakes are made and giving people another chance.

**Customer Centred**
- Is always ready to share with and help others, even if they need to go out of their way.

**Resilience and Optimism**
- Doesn't give up when faced with challenges; remains realistic, and hopeful.

**Connected**
- Exemplifies a mahi tahi approach and cooperates with others to benefit the whole.

**Respectful**
- Is committed to divesting themselves of colonial views and interpretations of people and taonga, values indigenous work views and knowledge.

**Accountable**
- Holds themselves accountable for their performance, is open to feedback and asks for it.

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

## Additional Competencies Required for this Role

Success in this role requires the following additional competencies.

Creativity (Curiosity)
- Engages deeply in their work, generates new ideas and shares those ideas with others.
- Broadens their networks to those who think differently but have the same goal.

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.

Self-Development (Resilience & Optimism)
- Steps out of the comfort zone and gives new things a try.
- Acknowledges and acts on blind spots pointed out to them by others; doesn't take work-related situations personally.

## Skills & Experience Required for this Role

**Success in this role requires the following foundations:**
- Proficient in web mark-up, including HTML5, CSS3
- Strong JavaScript skills: experience with ES6+, frameworks React or Vue.js
- Understanding of server-side CSS pre-processing platforms, such as LESS and SASS
- Experience with cross-browser and cross-platform compatibility issues
- Knowledge of professional software engineering practices in the software development lifecycle, including coding standards, code reviews, source control management, build processes, testing, and operations
- A flexible and dedicated problem solver.
- Excellent communications skills, both written and verbal.

**Experience with the following technologies and capabilities will be of benefit:**
- Familiarity with the Jamstack movement
- Good in Headless CMS, familiar with GraphQL
- Experience with Static Site Generators like Gatsby, Next, Jekyll, Hugo
- Experience with assistive technology (e.g., screen readers, screen magnifiers, voice recognition) in conducting accessibility testing
- Knowledge of current trends and best practices in front-end architecture, including performance optimization, accessibility, and usability.

## Personal Attributes Required for this Role

Success in this role requires the following attributes.
- Highly motivated and keen to learn, with a passion for unlocking the potential that digital presents.
- Fascinated by digital technologies and curious about the potential of newer technologies, e.g. VR/AR/MR, gaming development.
- Understanding of Tikanga Māori and the principles and practice of the Treaty of Waitangi, and the implications of this for the work of the museum as a bicultural institution.
- Commitment to sustainable practices.
- Requirements to work outside of regular business hours will be negotiated on a case-by-case basis. Must be able to work flexible hours on occasion, including evenings, holidays and/or weekends.
- Desire to work in a fast-paced and lively organisation – which also prioritises having fun.

He Oranga Tangata ka ao

Enriching lives. Inspiring discoveries