

## LEARNING MANAGER POSITION DESCRIPTION

<p><b>Position Title:</b> Learning Manager  <b>Directorate:</b> Public Learning  <b>Job Status:</b> Permanent, full- time</p>	<p><b>Reports To:</b> Head of Learning &amp; Public Programmes  <b>Direct Reports:</b> Learning Specialists, Guest Kaiako &amp; Resource and Collections Technician  <b>Date:</b> July 2022</p>
<p><b>Job Purpose:</b></p>	
<p>The purpose of the Learning Manager role is to lead the development of Auckland War Memorial Museum’s education programme in alignment with the Museum’s mission, vision and strategic plans.</p> <p>This role requires proven capability in people leadership, strategic planning and education ideally within the GLAM sector and is responsible for:</p> <ul style="list-style-type: none"> <li>• Leading and managing the development and delivery of an inspirational best practice GLAM sector education programme.</li> <li>• Working with the learning team to integrate creativity, pedagogical best practice and community participation into the programme.</li> <li>• Ensuring the Māori Dimension (He Korahi Māori) and Pacific Dimension (Teu le Vā) are embedded into education programmes.</li> <li>• Providing exemplary leadership and management of direct reports and the wider learning team including recruitment, learning and development, performance development and retention.</li> <li>• Promoting project management methodologies to successfully deliver business projects in line with the Museum’s strategy and priorities.</li> <li>• Retaining current audiences and attracting new and diverse learners, through dynamic education programmes at the Museum, onsite, offsite and online.</li> <li>• Strengthening our sustainability through operating more efficiently and maximising opportunities for income generation.</li> <li>• Establishing and fostering learning focuses relationships with key internal and external stakeholders.</li> </ul> <p>The incumbent brings learning expertise and strategic thinking to guide the learning team to deliver innovative, engaging and relevant experiences for school and early childhood audiences. They are champions of the Museum’s collections as a learning resource and will continue to strengthen partnerships both within the Museum and beyond our walls. They are responsible for leading and overseeing the delivery of an integrated and inclusive education programme that embodies the vision of Inspiring Curiosity. They are an advocate for the museum locally, regionally and nationally and possesses a high degree of integrity and professionalism.</p> <p>The Learning Manager is an effective communicator, with a proven track record of leading teams, empowering cohesive teamwork and building on community collaboration and co-development. They have strong organisational skills, a passion to lead an education programme that delivers effective, innovative, fun learning experiences strengthening the Museum’s relationship with schools and community. They have strong business acumen within an education setting, with solid presentation and problem-solving skills.</p>	
<p><b>Job Context:</b></p>	
<p>The Learning and Public Programmes team sits within the Public Experience Directorate at Auckland War Memorial Museum. Reporting to the Head of Learning and Public Programmes, this role leads the team that designs, develops and delivers the Museum’s educational programmes, onsite, offsite and online.</p> <p>Learning programmes within the Museum is a core function. Additionally, the Learning and Public Programmes has an explicit focus ‘beyond the walls’ to provide quality engaging museum experiences offsite.</p>	

As a key member of the Learning and Public Programmes team, the Learning Manager upholds the integrity and expertise of the Learning and Public Programmes team. They work closely with the Head of Learning and Public Programmes, the Public Programmes Manager and teams throughout the Museum. They lead the team's contribution to organisation-wide initiatives and ensure the team works in a collaborative and creative manner, internally and externally.

## **Key Tasks and Expected Results:**

### **Programme Strategy**

- With the Head of Learning and Public Programmes, lead the strategic development and growth of an innovative and relevant learning programme through long-term planning and ensuring visitation and revenue targets are met - onsite, offsite, online.
- Lead the application of education best practice within the GLAM sector, using an advanced understanding of contemporary education pedagogies, future-thinking ideas, creativity and market knowledge to ensure excellence and innovation.
- Ensure He Korahi Māori is embedded into the education programme including integrating mātauranga Māori and te reo Māori and reflecting Māori as a living culture in the Museum's learning programmes; building bicultural capability among those working on these programmes; and working more often with communities to co-develop programmes and services.
- Ensure Teu le Vā is embedded into the education programme including collaborating with Pacific communities, reflecting the diversity of Pacific people, shining a light on 'living culture' and ensuring that Pacific languages, voices and experiences are seen throughout the learning offer.
- Lead and encourage the development of a high-quality and innovative digital offer including learning resources and leveraging Collections Online.
- Deliver audience development priorities in meaningful and valuable ways, fostering participation, collaboration and contributions from Auckland's diverse communities.
- Develop Museum-wide trust and confidence in the team's ability to consistently deliver a high-quality service.

### **People Leadership**

- Provide effective leadership and management to direct reports and the wider team including recruitment, learning and development, performance development, talent management and retention.
- Coach and mentor team members as appropriate, identify and respond promptly to any performance issues and learning development needs in a timely manner.
- Manage and co-ordinate team members to ensure resources and support are provided.
- Role model effective leadership and management to direct reports and the wider team, including recruitment, learning and development, performance development and retention.
- Supervise and co-ordinate team members to ensure resources and support are provided.
- Lead the strategic vision for the learning team aligning with the Museums mission, vision and strategic goals.

### **Operational Management & Planning**

- Map a 12–18 month programme plan alongside the Head of Learning and Public Programmes and internal stakeholders to ensure right resources, location, cost and right audience is realised.
- Drive reflective practice leading to continuous improvement in education programmes and processes.
- Lead the implementation, improvement and evolution of policies, processes and tools for the Learning and Public Programmes team.
- Increase the efficiencies and smooth implementation of initiatives across the learning team by communicating, confirming understanding and actively working to overcome concerns or issues.
- Support the Head of Learning and Public Programmes, as designated Child Safety Officer, to ensure that the Child Protection Policy is understood and implemented throughout the Museum.
- Ensure He Korahi Māori is embedded into programmes including integrating mātauranga Māori and te reo Māori and reflecting Māori as a living culture; building bicultural capability amongst the team; and working with other departments to co-develop programmes and services.

- Ensure Teu le Vā is embedded into the programmes including collaborating with Museum department, reflecting the diversity of Pacific people, building capability amongst the team; and working with other departments to co-develop programmes and services.
- Develop Museum-wide trust and confidence in the team's ability to consistently deliver a high-quality service.

### **Financial Management and Reporting**

- With the Head of Learning and Public Programmes, prepare annual budgets and visitation forecasts.
- Assess the financial implications of decisions and actions and balance data analysis with judgement and common sense.
- Report regularly to their manager, providing data for monthly reports and regular programme reports to key stakeholders.
- Identify funding and sponsorship opportunities for programmes and assist in the preparation of grant applications and sponsorship approaches.
- Work with the Development Team to ensure all required reporting is completed and delivered for external funders.

### **Networking & Relationship Management**

- Collaborate with the exhibitions, human history and natural science teams to integrate effective learning and engagement opportunities and provide education expertise in other areas of the Museum as required.
- Support the Head of Learning and Public Programmes to ensure the Museum remains a leading ELC provider and meets its specified targets and successfully operates within Ministry of Education contract parameters.
- Build positive new relationships with community groups, schools, partners, GLAM-sector and city- wide organisations and stakeholders in order to develop collaborative programming.
- Develop new, and deepen existing relationships with relevant external organisations with a view to leveraging mutually beneficial opportunities that align with organisational goals.

### **Digital Capability**

- Uses best practice knowledge management processes for the creation, retention and distribution of digital content and assets, making them searchable, shareable, usable, and relevant across multiple digital channels

### **Develop self for current and future employment.**

- Knowledge and skills are developed and maintained for competent performance of current position.
- A personal development plan is developed and maintained

### **Ensure a healthy and safe work environment**

- Understand and exercise their health & safety responsibility according to health & safety legislation.
- Understand and adhere to emergency and evacuation procedures.
- Participate in annual health and safety audit of work.
- Identify and report hazards, consistent with Museum policy and procedures.

### **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);
- Understand and demonstrate the principles and practice of the Treaty of Waitangi and the implications for the work of the Museum.
- Demonstrate a thorough understanding of the Museum's specific obligations in Auckland's cultural landscape in a post-Treaty Settlement era.

<b>Key Competencies</b>	
<b>Competency</b>	<b>Proven Competencies - state or quality of skills, abilities, behaviour &amp; attitude</b>
<b>Strategy &amp; Vision</b>	<ul style="list-style-type: none"> <li>• Champions innovation and creativity, advocates for new ideas, processes, and digital and technical learning forums.</li> <li>• Puts in place policies and procedures to shape the required culture and working environment.</li> <li>• Actively contributes to the review and formulation of the People and Organisation Strategy and Visitor Services Strategy, using audience and market intelligence.</li> <li>• Promotes a shared commitment to the strategic direction of the Museum</li> <li>• Ensures focus by identifying key performance indicators.</li> </ul>
<b>Creativity &amp; Innovation in modes of Learning &amp; Visitor Experience</b>	<ul style="list-style-type: none"> <li>• Provides forums for team members to share ideas and knowledge and brainstorm new approaches.</li> <li>• A good understanding of Learning and Development and is able to incorporate these principles in ways which allows staff and volunteers to engage and respond according to their own learning needs.</li> <li>• Able to identify &amp; create new ways of engaging staff and volunteers, that facilitates and encourages social interaction, participation &amp; self-discovery utilising a blended learning model</li> </ul>
<b>Personal Leadership</b>	<ul style="list-style-type: none"> <li>• Champion's positivity, keeping team members focused in uncertain situations.</li> <li>• Analyses and reflects on own performance, recognises the impact on others and takes appropriate action.</li> <li>• Monitors own emotional reactions and responds calmly to pressure.</li> <li>• Maintains progress &amp; quality when handling multiple tasks and projects, even under stressful situations or when faced with competing deadlines.</li> <li>• Displays resilience.</li> <li>• Inspires others to act and quickly responds to unforeseen changes.</li> </ul>
<b>Collaboration</b>	<ul style="list-style-type: none"> <li>• Works across multiple teams, motivates and influences staff and works collaboratively to build excellent relationships internally and externally.</li> <li>• Shows a commitment to the community and our partners through own actions and those of the Museum.</li> <li>• Encourages stakeholders to work together and establishes cross-organisational approaches to address problems and issues.</li> <li>• Proven experience of effectively managing stakeholder relationships at multiple levels of an organisation, with the ability to influence and persuade through personal credibility, integrity, and professionalism.</li> </ul>
<b>People Development</b>	<ul style="list-style-type: none"> <li>• Coaches direct reports to develop leadership capability.</li> <li>• Supports direct reports in evaluating team potential and mentors' indirect reports for career development.</li> <li>• Highlights each team member's personal strengths and their contribution to the success of the team.</li> <li>• Organises activities to celebrate success and maintain moral.</li> </ul>
<b>Results Focus</b>	<ul style="list-style-type: none"> <li>• Takes responsibility for delivering bottom line results and meeting department objectives.</li> <li>• Clearly communicates and monitors critical success factors.</li> <li>• Drives a culture of achievement and fosters a focus on quality.</li> </ul>
<b>Planning</b>	<ul style="list-style-type: none"> <li>• Structures operating procedures, tools and processes to ensure effective workflows and cooperation between teams.</li> <li>• Effectively translates the Museum's organisational strategies to the unit's priorities and actions plans.</li> <li>• Maintains effective channels throughout the organisation for ongoing feedback and uses this as input for planning.</li> <li>• Looks beyond the Museum's boundaries to achieve the optimum resourcing strategy.</li> </ul>

<b>Qualifications &amp; Experience</b>	
<ul style="list-style-type: none"> <li>• Relevant tertiary qualification in education, museum studies or related specialty.</li> <li>• Sound knowledge of the New Zealand education system and key policy documents such as the New Zealand Curriculum, Te Marautanga o Aotearoa, Ka Hikitia, Pasifika Education Plan, Ministry statement of intent and key web-based resources such as TKI.</li> <li>• Ideally a minimum of 5 years senior management experience in the education or GLAM sector, preferably with Museum experience.</li> <li>• Proven experience of effectively managing internal and external stakeholder relationships at multiple levels of an organisation, with the ability to influence and persuade through personal credibility, integrity and professionalism.</li> <li>• Excellent pronunciation of Te Reo Māori.</li> </ul>	
<b>Key Relationships</b>	
<b>Internal</b> <ul style="list-style-type: none"> <li>• Head of Learning &amp; Public Programmes</li> <li>• Public Programmes Manager</li> <li>• Head of Exhibitions and other Heads of Departments as appropriate</li> <li>• Learning &amp; Public Programmes team</li> </ul>	<b>External</b> <ul style="list-style-type: none"> <li>• Co-development partners</li> <li>• Government agencies, public sectors and advisory groups</li> <li>• Funding and sponsorship partners</li> <li>• Education providers and advisory groups</li> <li>• Peers and colleagues in GLAM sector</li> <li>• Auckland cultural institutes</li> <li>• Ministry of Education</li> </ul>

## **Our Guiding Principles**

### **Mana whenua**

Mana whenua acknowledges the voice of iwi with tribal links to Tāmaki Makaurau Auckland. It recognises the importance of our place and acknowledges our links to Moana-nui-a-Kiwa (Pacific Ocean) and the importance of our Pacific relationships through Teu le Vā. Mana whenua also supports the concept of ‘Tāmaki Herenga Waka – the resting place of many waka’ reflecting the innovation to the many people and culture of Auckland.

### **Kaitiakitanga**

Kaitiakitanga guides how we care for all of our taonga and depict their journeys, stories, and connections to people. It encourages new ways of thinking by opening up a bicultural dimension within our processes and systems. Kaitiakitanga also reflects our obligations to the Museum’s communities.

### **Manaakitanga**

Manaakitanga places the visitor at the centre of the Museum experience in a reciprocal host-visitor relationship, focusing on uplifting mana and respect for all peoples and cultures.

### **Teu Le Vā**

We nurture, support, and strengthen the relationship between our visitors and: museum staff, our taonga, our stories, our galleries, our events and the Museum building and place.

### **He Waka Eka Noa values**

- 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 communities
- Growth Mindset – Challenges are opportunities