



TAMAKI PAENGA HIRA

AUCKLAND WAR MEMORIAL MUSEUM

AUCKLAND WAR MEMORIAL MUSEUM POSITION DESCRIPTION

Position Title: Learning Specialist

Department: Learning and Public Programmes

Job status: Full time

Created by:

On: 24 November 2022

Reports To: Learning Manager

Direct Reports: No direct reports

Job Purpose:

The purpose of the Learning Specialist role is to develop and deliver education programmes in alignment with the museum's mission, vision and strategic plan.

As part of the Learning and Public Programmes team, the Education team will work together to open up the learning potential of the Museum's collections as a learning resource, onsite, offsite and online.

This role requires proven capability in planning, development, and delivery of learning programmes within the GLAM sector and is responsible for:

- Delivery of best practice GLAM sector education programmes.
- Integrating creativity, pedagogical knowledge and community participation into the education programmes.
- Contributing and delivering effective, innovative and responsible learning experiences and beyond the walls programmes in a wide range of places.
- Ensuring the Māori Dimension (He Korahi Māori) and Pacific Dimension (Teu le Vā) are embedded into education programmes.
- Personalising the education visit to the needs of our audiences.
- Retaining our current audiences, and attracting new and more diverse ones, through dynamic education programmes beyond our walls.
- Training, supervising and guiding the Guest Educators, Visitor Hosts, Volunteers and supporting members of the Education team within the museum or our communities as required.
- Strengthening our sustainability through operating more efficiently and maximising opportunities for income generation.

The purpose of the role is to bring learning expertise and strategic thinking to facilitate innovative, engaging, and relevant experiences for school audiences. They are champions of the Museum's collections, developing their potential as a learning resource. They are responsible for the delivery of an integrated education programme that is strong at our core within the building, shared and connected through digital channels and alive in Auckland communities.

The Learning Specialist is an advocate for the museum locally, regionally, and nationally and possesses a high degree of integrity and professionalism.



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Job Context:

The Learning and Public Programme team sits within the Public Experience Directorate at Auckland War Memorial Museum. Reporting to the Learning Manager, this role will work with a team of Learning Specialists, a Resource and Collections Technician and Guest Kaiako on the development and delivery of the Museum's educational programmes, onsite, offsite and online in physical and digital spheres.

The incumbent will be required to engage in ethical, respectful, positive and collaborative professional relationships.

As a member of the Learning team, they will contribute to organisation-wide initiatives in a collaborative and creative manner both internally and beyond our walls.

Key Accountabilities

Programme development and delivery

- Assist the Learning Manager, in the development and growth of innovative and relevant education programmes through long-term planning; ensuring visitation targets are met across onsite, offsite, online platforms.
- Contribute to the identification and application of education best practice within the GLAM sector, using a sound understanding of contemporary education pedagogies, future-thinking ideas, creativity, and market knowledge to ensure excellence and innovation.
- Contribute to the development and growth of the outreach programme and provide quality engaging museum experiences in a wide range of places, such as community locations, libraries and schools through fostering participation, collaboration and contribution from Auckland's diverse communities.
- Assist in the development of a high-quality and innovative learning resources
- Initiate new proposals and assist in the preparation of education programmes that achieve a balance between innovative programming and financial sustainability.
- Assist in the development of authentic co-creation programmes that align with the vision.
- Contribute to gallery renewal as part of a dynamic Learning and Engagement team.

Programme Delivery and Evaluation

- Deliver education programmes that embody the Vision of Inspiring Curiosity
- Utilise knowledge of, and experience with different modes of learning and understanding to appropriately influence programmes within the Museums setting and beyond the walls (online and offsite) to ensure that the museum has relevance for all learners.
- Assist in the training of guest educators, Visitor Hosts and other relevant Museum staff within the museum or within our communities as required.
- Actively contribute to the development of policies, processes and manuals to guide learning and engagement programmes.
- Assist in the development and application of programme evaluations and measures to enhance learning opportunities.
- Review the delivery of programmes with the education community and professional learning partners that reflect modern learning pathways.
- Continue to up skill delivery methodologies and facilitation of learning programmes that will meet our vision for educational spaces and our communities.

Organisation Planning and Reporting

- Schedule 12 – 18 month programme plans for review by the Learning Manager
- Report regularly to the manager, providing data for monthly reports and regular programme reports to key stakeholders.



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- Identify funding and sponsorship opportunities for programmes and assist in the preparation of grant applications and sponsorship approaches.
- Apply reflective practice leading to continuous improvement in education programmes and processes.
- Identify and contribute to the efficiencies and smooth implementation of initiatives within the education team by communicating, confirming understanding and actively working to overcome concerns or issues.

Networking and Relationship Management

- Work with external and internal partners and colleagues professionally and effectively to deliver programmes and resources within the Education team.
- Establish and maintain effective professional relationships focused on the learning of all learners (akonga).
- Support the Learning Manager to ensure the Museum remains a leading LEOTC provider, meets its specified targets and successfully operates within Ministry of Education contract parameters.
- Build positive relationships with community groups, schools, partners, GLAM-sector and city-wide organisations and stakeholders to develop collaborative programming.

Cultural awareness

- Be proactively aware of and engage with a wide range of cultures and associated protocol and traditions within Auckland, with particular reference to the Māori Dimension (He Korahi Māori) and Pacific Dimension (Teu le Vā).
- Understand 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.

Ensure a healthy and safe work environment

- Understand health and safety responsibilities according to legislation, and participate in an annual audit.
- Understand emergency and evacuation procedures.
- Identify and report hazards, consistent with Museum policy and procedures.

Develop self for current and future employment

- Maintain an advanced understanding of contemporary research and future-thinking ideas within education and associated areas.
- Actively pursue and maintain professional networks to maximise opportunities for the creative development of educational experiences.
- Develop and maintain knowledge and skills for exemplary performance in the current position, using a personal development plan.

Other duties

- Other duties consistent with the position may be required from time to time, but these will be within the capacity and experience normally expected from the person occupying a position at this classification level.

Key Competencies	
Competency	Proven Competencies - state or quality of skills, abilities, behaviour and attitude
Strategy and Vision	<ul style="list-style-type: none"> • Champions innovation and creativity, advocates for new ideas, processes and digital and technical learning forums. • Actively contributes to the review and formulation of the Public Experience plan, using audience and market intelligence.



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	<ul style="list-style-type: none"> Promotes a shared commitment to the strategic direction of 'Future Museum'.
Creativity and Innovation in modes of Learning	<ul style="list-style-type: none"> Provide opportunities to enable students to direct their own learning experience. Utilise object based learning as a means to inspire and encourage curiosity and wonder. An understanding of 'Universal Design for Learning' and can incorporate these principles in ways which allow students to engage and respond according to their own learning needs. Applies creative thinking and acts on ideas for programme development and operational improvement.
Collaboration	<ul style="list-style-type: none"> Works across multiple teams, and works collaboratively to build excellent relationships internally and externally. Shows a commitment to the community and our partners through own actions and those of the Museum. Recognises agendas shared by other teams and works cooperatively to achieve shared goals.
Personal Leadership	<ul style="list-style-type: none"> Maintains progress and quality when handling multiple tasks and projects, even under difficult situations or competing deadlines. Act and quickly respond to unforeseen changes. Analyses and reflects on own performance recognises the impact on others and takes appropriate action. Is patient, tenacious, and resourceful when seeking information or completing a project.
Communication	<ul style="list-style-type: none"> Listens to, and considers, different ideas and discusses issues thoughtfully Inspiring and enthusiastic presentation and communication skills. Can break down complex concepts so that it is easily understood by the target audience. Places material in a broader organisational context, points out connections and relationships. Delivers presentations to both small and large groups in a well-organised, clear and articulate manner.
Results Focus	<ul style="list-style-type: none"> Takes responsibility for delivering bottom line results and meeting department objectives. Provides timely feedback on activities and problems. Overcomes setbacks and adjusts the plan of actions to achieve outcomes. Drives a culture of achievement and fosters a focus on quality.
Planning	<ul style="list-style-type: none"> Ensures suitable resources are available. Schedules and allocates tasks in appropriate cycles. Provides input, including audience feedback and knowledge of trends in the GLAM sector to assist managers with operational planning. Assists in developing operating procedures, tools and processes. Looks beyond the Museum's boundaries to achieve the optimum resourcing ways of working.
Qualifications and Experience	
<ul style="list-style-type: none"> Quality degree in education, museum studies, or related speciality. Knowledge of New Zealand education system and key policy documents such as the New Zealand Curriculum, Te Marautanga o Aotearoa, National Standards, Ka Hikitia, Pasifika Education Plan, Ministry statement of strategic intent, and key web-based resources such as TKI. A minimum of two to three years' experience in the education and GLAM sectors. 	



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- Strong knowledge of MS suite of services and software applications.
- Working knowledge and broad familiarity with current trends and events in popular culture, museums, and learning and digital technologies.
- Excellent pronunciation of Te Reo Māori and knowledge and understanding of Tikanga and Mātauranga Māori.
- An understanding of legislative requirements pertinent to the Museum, including the AWMM Act 1996.
- The ability to work flexible hours, including evenings, holidays and/or weekends if required.
- Driver’s License essential.

Key Relationships

Internal	External
<ul style="list-style-type: none"> • Head of Learning and Public Programmes • Learning Manager • Public Programme Manager • Head of Exhibitions and other Heads of Departments as appropriate 	<ul style="list-style-type: none"> • Co-development partners • Government agencies, public sectors and advisory groups • Funding and sponsorship partners • Education providers and advisory groups • Peers and colleagues in GLAM sector • Auckland cultural institutes

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.

Our Shared Values

Inspired – create inspired ideas and the sources of inspiration

Relevant – deliver a high-quality experience to visitors

Connected – keep the Museum in the community

Respectful – respect our people, the collections our environment and our heritage

Innovative – embrace new ideas and do things better than they have been done before