

## Position Description

Title:	Learning Specialist	Reports To:	Learning Manager
Directorate:	Public Experience	Direct Reports:	nil
Status:	Permanent 1.0 FTE	Date:	August 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 300 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 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 Learning 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 education programmes in line with our Vision.
- Integrating creativity, pedagogical knowledge and community participation into the education programmes.
- Contributing and delivering effective, innovative and responsible learning experiences programmes.
- Demonstrated understanding of the Māori Dimension (He Korahi Māori) and Pacific Dimension (Teu le Vā).
- Personalising the education visit to the needs of our audiences.
- Training, supervising and guiding the Guest Kaiako, Visitor Hosts, Volunteers and supporting members of the Learning team within the museum or our communities as required.

The purpose of the role is to bring learning expertise and strategic thinking to facilitate innovative, engaging, and relevant experiences for ECE and 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.

The Learning and Public Programmes team sits within the Public Experience Directorate at Tāmaki Paenga Hira Auckland War Memorial Museum. Reporting to the Learning Manager, this role will work with a team of Specialist Educators, and Guest Kaiako on the development and delivery of the Museum’s educational programmes.

As a member of the Learning team, they will contribute to organisation-wide initiatives in a collaborative and creative manner

The incumbent will be required to adhere to the vision and values of the Museum.

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:
<p>Programme Development and Delivery</p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Contribute to the identification and application of education best practice, using a sound understanding of contemporary education pedagogies, future-thinking ideas, creativity, and market knowledge to ensure excellence and innovation.</li> <li>• Contribute to the development and growth of the offsite programmes 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.</li> <li>• Assist in the development of a high-quality and innovative digital offer including learning resources.</li> <li>• Assist in the preparation of education programmes that achieve a balance between innovative programming and financial sustainability.</li> <li>• Assist in the development of authentic co-creation programmes that are immersive, hands-on and audience focused.</li> <li>• Contribute to gallery renewal projects.</li> </ul>

<p>Programme Delivery and Evaluation</p>	<ul style="list-style-type: none"> <li>• Deliver education programmes onsite, offsite and online.</li> <li>• Utilise knowledge of, and experience with different modes of learning and understanding to appropriately influence programmes within the Museums setting and online and offsite, to ensure that the museum has relevance for all learners.</li> <li>• Assist in the training of Guest Kaiako, Visitor Hosts and other relevant Museum staff within the museum or within our communities as required.</li> <li>• Actively contribute to the development of policies, processes and manuals to guide learning and engagement programmes.</li> <li>• Assist in the development and application of programme evaluations and measures to enhance learning opportunities.</li> <li>• Review the delivery of programmes with the education community and professional learning partners.</li> <li>• Continue to upskill delivery methodologies and facilitation of learning programmes that will meet our vision for educational spaces and our communities.</li> </ul>
<p><b>Organisation Planning and Reporting</b></p>	<ul style="list-style-type: none"> <li>• Report regularly to the manager, providing data for monthly reports and regular programme reports to key stakeholders.</li> <li>• Assist in the preparation of grant applications and sponsorship approaches.</li> <li>• Apply reflective practice leading to continuous improvement in education programmes and processes.</li> <li>• 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.</li> </ul>
<p>Networking and Relationship Management</p>	<ul style="list-style-type: none"> <li>• Work with external and internal partners and colleagues professionally and effectively to deliver programmes and resources within the Education team.</li> <li>• Establish and maintain effective professional relationships focused on the learning of all learners (akonga).</li> <li>• Support the Learning Manager to ensure the Museum remains a leading EOC provider, meets its specified targets and successfully operates within Ministry of Education contract parameters.</li> <li>• Build positive new relationships with community groups, schools, partners, GLAM-sector and city-wide organisations and stakeholders to develop collaborative programming.</li> </ul>
<p>Digital Capability</p>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

## Important Relationships

### External:

- 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

### Internal:

- Head of Learning and Public Programmes
- Learning Manager
- Public Programme Manager
- Head of Exhibitions and other Heads of Departments as appropriate
- Museum employees including Directors, Line Managers, and general employees
- Museum 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 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 with 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.

### Customer Focus (Manaaki)

- Relates well to all kinds of people and approaches tense situation by keeping the visitor experience in mind.

### Ethics & Values (Authentic)

- Speaks up when others' behaviours do not align with the Museum's values.

### Peer Relationships (Collaboration)

- Encourages and acknowledges the ideas and suggestions of others.
- Puts the goals of the team ahead of individual interests.
- Honours the faith others place in them by delivering on promises; believes in the reliability, integrity and honesty of others.
- Is committed to participating in meaningful, collaborative engagement with source communities that empowers them to achieve their aspirations.
- Trusts others to make decisions and knows when they don't need to be involved.

### Personal Learning (Self-awareness)

- Is open to feedback without being defensive; gains insights from mistakes and adjusts behaviour.
- Seeks to understand how they are perceived and to improve the experience others have in working with them.

### Self-Knowledge (Inclusive)

- Recognises the uniqueness of Pacific cultures and stories, the Museum's Teu Le Vā framework and adopts an advocacy role, on behalf of Pacific people, to lower barriers to engagement with the Museum.
- Is aware of their own biases and actively works to minimise their impact on decisions and interactions with others.
- Is open to new ideas, new ways of doing things and the unfamiliar.
- Respectfully enquires of others first; seeks to understand others before seeking to be understood.
- Is committed to divesting themselves of colonial views and interpretations of people and taonga; values indigenous world views and knowledge.

## Skills & Experience Required for this Role

Success in this role requires the following foundations.

- Relevant degree in education, museum studies, or related speciality.
- At least two to three years' experience in the education
- Knowledge of, and experience with different modes of learning
- Experience working in the GLAM sectors is preferred
- Knowledge of 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 strategic intent, and key web-based resources such as TKI.
- Demonstrated understanding of the Māori Dimension (He Korahi Māori) and Pacific Dimension (Teu le Vā).
- 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 of Tikanga and Te Ao Māori.
- An understanding of legislative requirements pertinent to the Museum, including the AWMM Act 1996.
- Full clean driver's License essential
- Child Protection Accreditation or willingness to complete.
- Computer literacy including all MS Office products
- Excellent communication skills, both oral and written
- Works collaboratively to build excellent relationships internally and externally.
- Problem solving skills, especially the ability to source and offer a variety of options
- Strong ability to adapt the approach to suit the audience
- Focussed on continuous personal development and keeping current with contemporary education best practice and education pedagogies

## Personal Attributes Required for this Role

Success in this role requires the following attributes.

- A creative initiative to develop new ideas and support initiatives.
- Ability to inspire and encourage curiosity and wonder.
- Professionalism
- Empathy
- Integrity
- Common sense
- Flexibility
- The ability to work flexible hours, including evenings, holidays and/or weekends if required

He Oranga Tangata ka ao

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