

Position Description

Title:	Collection Manager, Gallery Improvements	Reports To:	Senior Collection Manager, Collection Care
Directorate:	Collections & Research	Direct Reports:	Nil
Status:	Fixed Term 1.0 FTE	Date:	April 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 280 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 role of Collection Manager, Gallery Improvements is responsible for caring for the collections in our permanent galleries with object rotations, object support improvements and exhibition content improvements. The role provides expert collections knowledge, physical care, storage, and handling of collections

Working with curators, they will be responsible for identifying suitable replacement collection objects for minor refreshes of gallery content to deliver long-term audience benefits, ensuring these items are installed to the highest possible standards in a safe and timely manner. This role is fundamental in ensuring the condition and longevity of collection objects now and for future generations.

The key driver for the Gallery Improvements Team is to sustain Collection Care and Public Experience standards across the permanent galleries, and interface with long term planning. The Museum is a bicultural workplace and the person in this role will uphold the principles of He Korahi Māori and Teu Le Vā.

The Collection Care team delivers on our guiding principle of kaitiakitanga and guides, advises and supports all teams across the museum to enable best practice and excellent service.

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Accountabilities

Key Tasks:	Key Activities:
<p>Planning, Object Rotation and Changeouts</p>	<ul style="list-style-type: none"> • Contribute to the overall Gallery Improvements work programme planning and prioritisation across all permanent galleries, consulting closely with the wider Gallery Improvements team, relevant collection area curators and interpretative planning teams • Project manage object rotations and small refreshes with support from Exhibition’s project managers • Advocate for and prioritise object rotations in relation to Collection Care recommendations • Manage all object lists relating to the work programme • Support label change outs with object information • Liaise with Collection Photographers to produce and schedule in collections photography to agreed standards and publication quality. Ensure images are archived correctly in relevant drives, copyright status and caption information are recorded. • Manage object reproductions with relevant stakeholders • Inform and assist Gallery Renewal teams for future rotations in new galleries • Ensure all collection objects are removed safely and installed with care and to the highest possible standards and in a safe and timely manner • Organise and track all object movements and ensure the Vernon database is updated with accurate location and object information in a timely manner
<p>Collection Access</p>	<ul style="list-style-type: none"> • Manage and administer collection access in relation to the work programme • Respond to enquiries related to the collections and their care • Demonstrate awareness, sound judgement, sensitivity, and cultural competency around tikanga and the handling of taonga. • Facilitate taonga Māori requests in accordance with tikanga • Provide access to collections involving lifting equipment and machinery • Provide access and support for the preparation of exhibitions, public programmes, treatments, condition reports, loans, projects, and photography requests • Lead staff and public tours of collections stores • Ensure the maintenance of store cleanliness and orderliness • Supervision of non-collections staff/contractors in collection spaces
<p>Collection Management</p>	<ul style="list-style-type: none"> • Maintain knowledge of international and national collection management best practice standards • Maintain and grow knowledge and expertise of the safe handling/packing of natural science specimens, human history collections and documentary heritage collections • At times represent collection management interests in project working groups, especially those relating to exhibitions, public programmes, and capital works • Follow inventory procedures and undertake discrete inventory checks

	<ul style="list-style-type: none"> • Maintain and implement location processes and procedures for all collection stores • Create new collection database records and enhance information on existing database records with respect to Gallery Improvements programme and Collection Care • Provide Vernon CMS expertise and support to wider team where needed. Keep up to date with new Vernon version developments. • Ensure data entered in Vernon is consistent, accurate and retrievable
Collection Storage	<ul style="list-style-type: none"> • Project scoping, writing, and actioning of Collection Care and Storage Optimisation project plans (resourcing, timeframes, costs, methodology, rationale) • Support Storage Optimisation and Collection Care projects • Work alongside Collection Managers, Conservators, Curators, and other stakeholders to develop and implement appropriate mounting and packing/housing standards suitable for increased access to the collection while providing best care and protection • Contribute to improving storage methods and setting high standards for packing • Pack and handle collection objects to set museum standards • Create bespoke boxes, crates and mounts to house objects/specimens • Maintain established classifications or storage arrangements when applicable • Use problem-solving ability to create housing solutions for difficult items that meet conservation storage standards
Preventive Conservation	<ul style="list-style-type: none"> • Contribute to the development of Collection Care standards, policies and procedures • Support all specialist preventive conservation workstreams including, but not limited to: The Collection Response and Recovery Plan, Integrated Pest Management Plan, all aspects of environmental management, education initiatives etc. • Support and advocate for collection related emergency preparedness, quarantine, and pest management activities across the museum. • Provide preventive conservation advice and training to staff across the organisation • At times represent collection management interests in project working groups, especially those relating to exhibitions, public programs, and capital works • Contribute to incident reports if objects are damaged
Team contributions	<ul style="list-style-type: none"> • Attend and contribute to Collection Care meetings and other relevant meetings • Supervision and/or training of volunteers and interns as required • Professional networks are maintained

	<ul style="list-style-type: none"> • Keeps up to date with current legislation, regulations, policies, practices and trends • Draw on and share knowledge of best practice, advances in technology and relevant research • Transfer of knowledge and skills, share information and/or train team members as required. • Look for opportunities to improve work processes in relation to sustainability
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Important Relationships	
External:	<ul style="list-style-type: none"> • Museum and heritage professionals across the sector • Contractors and suppliers
Internal:	<ul style="list-style-type: none"> • Museum staff across Collections & Research • Collection Care team • Exhibition and Production teams

Our Expectations of our People	
Ensure a healthy and safe work environment	
<ul style="list-style-type: none"> • 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	
<ul style="list-style-type: none"> • 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 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.

Approachability (Collaboration)

- Exhibits body language consistent with warm and inclusive communication.

Ethics & Values (Authentic)

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

Peer Relationships (Connected to each other)

- Acts to create sustainable relationships with teams and communities so that they are meaningful and reciprocal.
- Can quickly find common ground and solve problems collaboratively; is solutions focused.
- Exemplifies a mahi tahi approach and cooperates with others to benefit the whole.
- Acknowledges and behaves with the principles of reciprocity, balance, respect and mutual trust in relationships.
- Takes responsibility for words and actions and the impact that they have on others.
- Develops positive and trusting relationships with people characterised by openness and integrity.

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.

Problem Solving (Curiosity)

- Demonstrates continuous improvement in their role.
- Approaches the unknown with curiosity rather than judgment.
- Identifies the root causes to current or potential issues and is willing to approach them from every angle to reach the right solution.
- Looks beyond the obvious and doesn't stop at initial answers fights the tendency to grasp the most obvious option.
- Is committed to solving problems and is willing to persevere until they do; is solution focused.

- Doesn't see problems and barriers as insurmountable; sees them as impediments to be removed.

Skills & Experience Required for this Role

Success in this role requires the following foundations.

- Minimum of 3 years' experience in a museum or heritage institution
- Sound Collection Management System (Vernon) experience
- Extensive knowledge and experience in the safe handling, packing, and storage of museum objects
- A Tertiary qualification relevant to the Museum's collections and activities, with Museum Studies or Preventive Conservation highly desirable
- Proven competency in MS Office Suite and the aptitude to successfully utilize online tools for project management and reporting
- Prior experience operating mechanical equipment to access objects (e.g. forklift, wave lifter etc.) is highly desirable
- Full and clean driver's license

Personal Attributes Required for this Role

Success in this role requires the following attributes.

- Ability to build and maintain positive, co-operative, and collaborative working relationships with colleagues in a team environment.
- A self-starter with attention to detail, demonstrated accountability and commitment to task completion.
- Self-aware and has a growth mindset.
- Engaged communicator with demonstrated effective verbal, written, and listening skills.
- Physically able to move heavy objects (to 7kg maximum) within safe workplace guidelines.
- Significant manual dexterity.

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