

## Position Description

Title:	Collection Technician, Documentary Heritage	Reports To:	Senior Collection Manager, Documentary Heritage
Directorate:	Collections and Research	Direct Reports:	Nil
Status:	Permanent 0.5 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 Collection Technician, Documentary Heritage directly contributes to the enhanced access of Tāmaki Paenga Hira Auckland War Memorial Museum’s collections through the preservation management of our Documentary Heritage collections, and by providing research support and physical collection access to our visitors and staff.

This position’s contribution is vital to enabling the wider Documentary Heritage team to achieve its objectives that sit at the heart of the Museum’s aspirations. The Museum holds one of New Zealand’s pre-eminent Documentary Heritage collections and runs a leading research library service. These collections are diverse in both format and time-period, consisting of manuscript, ephemera, oral history, photographic and works on paper collections that cover social, cultural and military history from the 18th century to the present day. The collections are essential for research, display, public engagement and the maintenance of cultural identity.

This main focus of this role is to provide support to the department’s Collection Managers who work across the Manuscripts, Museum Archives, Photography, Art, Born Digital, Ephemera, Sound Archives, Publications, Rare Books, Maps, Plans and Serials collections. The Technician may be required to work across any of these collections.

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:
Collection Management Activities	<ul style="list-style-type: none"> <li>• Assess, arrange and describe, list, digitise and rehouse assigned collection material, under the guidance of the relevant Collection Manager, Curator or Senior Collection Manager to agreed standards.</li> <li>• Catalogue new and retrospective material using best practice principles, working to agreed standards and timeframes aligned with the guidance of the relevant Collection Manager, Curator or Senior Collection Manager.</li> <li>• Conduct primary research to enrich records and collection knowledge where necessary, under the guidance of the relevant Curator or Collection Manager.</li> <li>• Identify prejudicial or sensitive material and alert the relevant Curator or Collection Manager.</li> <li>• Follow agreed procedure to complete serials processing and ensure serials holdings are up to date in Vernon if required.</li> <li>• Manage own workflow according to agreed standards and targets and report regularly on progress.</li> </ul>
Collections Access and Enquiries Support	<ul style="list-style-type: none"> <li>• Provide customer focused research enquiry service, ensuring follow-through and completion of research enquiries to agreed service standards, documenting the enquiry using the Enquiry Management System as required.</li> <li>• Support planned visits, respond to enquiries and support the Collection Managers with exhibitions and public programmes work, both onsite and offsite, as required.</li> <li>• Retrieve collection material as and when required for research visits, enquiries and assisted viewings, and reshelve in a timely manner.</li> </ul>
General team support	<ul style="list-style-type: none"> <li>• Assist the Collection Managers with other duties to meet institutional objectives, including processing of unaccessioned and backlog collections.</li> <li>• Undertake regular shelving and shelf checks to increase searchability and access.</li> <li>• Support Collection Manager Publications with book processing.</li> <li>• Participate in regular pest management and cleaning schedules for assigned collection area.</li> <li>• Follow processes set by Collection Care for freezing or pest treatment of objects where required.</li> <li>• Support the Collection Manager Pictorial in the Museum's onsite and offsite photographic collections with rehousing, digitisation and retrieval as required.</li> </ul>

<p>Develop self for current and future employment</p>	<ul style="list-style-type: none"> <li>• Undertake any required compliance certification required to carry out the role.</li> <li>• Maintain knowledge of safe handling of any dangerous/flammable materials related to assigned collection.</li> <li>• Professional networks are maintained.</li> <li>• Keep up to date with current legislation, regulations, policies, practices and trends.</li> <li>• Draw on knowledge of best practice, advances in technology and relevant research.</li> <li>• Knowledge and skills are developed and maintained for competent performance of current position.</li> </ul>
<p>Digital capability</p>	<ul style="list-style-type: none"> <li>• Assess, sort, save, store and document digital assets under the guidance of the relevant Collection Manager.</li> <li>• Scan or photograph collection items to create digital images following Digital New Zealand best practice.</li> <li>• Complete linking and upload processes for digital images to Vernon CMS.</li> <li>• File digital images with appropriate file names according to Museum conventions.</li> <li>• Use 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> <li>• Keep up to date with new Vernon CMS version developments.</li> </ul>

<h3 style="color: #4F81BD;">Important Relationships</h3>	
<p>External:</p> <ul style="list-style-type: none"> <li>• Stakeholders wishing to access resources whether in person, via email, or by other means</li> <li>• Donors, knowledge holders, contractors</li> <li>• Documentary Heritage and Library colleagues across Tāmaki Makaurau and Aotearoa New Zealand</li> <li>• Iwi, hapu and other communities</li> </ul>	
<p>Internal:</p> <ul style="list-style-type: none"> <li>• Documentary Heritage Collection Managers, Senior Collection Manager and other team members as appropriate.</li> <li>• Collection Access Librarians, Collection Care, Photographers, Rights and Permissions Manager and other colleagues in Collections and Research</li> <li>• Colleagues in Exhibitions, Display, Marketing, ICT Application Specialist</li> <li>• Volunteers and interns</li> </ul>	

## 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 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.

### Customer Focus (Manaaki)

- Is dedicated to meeting the expectations and requirements of internal and external customers
- Gets first-hand customer information and uses it for improvements in products and services
- Acts with customers in mind

### Self-Knowledge (Self-awareness)

- Knows personal strengths, weaknesses, opportunities, and limits
- Seeks feedback: gains insights from mistakes; is open to criticism; isn't defensive; is receptive to talking about shortcomings; looks forward to balanced (+s and -s) performance reviews and career decisions.

### Peer Relationships (Collaboration)

- Can quickly find common ground and solve problems for the good of all
- can represent their own interests and yet be fair to other groups
- can solve problems with peers with a minimum of noise
- is seen as a team player and is cooperative

### Perseverance (Resilience & Optimism)

- Pursues everything with energy, drive, and a need to finish
- Seldom gives up before finishing, especially in the face of resistance or setbacks.

### Problem Solving (Curiosity)

- Uses rigorous logic and methods to solve difficult problems with effective solutions
- probes all fruitful sources for answers; can see hidden problems
- is excellent at honest analysis

## Skills & Experience Required for this Role

Success in this role requires the following foundations.

- Demonstrated knowledge and experience of collection management processes and databases.
- Practical experience handling fragile and/or paper-based collection materials.
- Tertiary qualification in Library & Information Sciences, Museum Studies or a degree relevant to the department's activities and/or relevant practical museum/library experience.
- Excellent appreciation of and interest in Documentary Heritage collections.
- Excellent computer skills including Microsoft Office Suite.
- Sound technical skills and experience in digitising paper-based materials, describing heritage material, working with digital files and data entry.
- Proficient oral, written communication skills and demonstrated ability to provide written reports on work accomplished against agreed targets.
- Understanding of the principles of the Treaty of Waitangi, Te Tiriti o Waitangi and their application in a Museum context.
- Sound reference skills, knowledge of online resources and proven ability to work collegially with researchers and colleagues.
- The ability to quickly adapt to new computer systems.
- Experience with Adobe Photoshop and Adobe Acrobat advantageous

## Personal Attributes Required for this Role

Success in this role requires the following attributes.

- Flexible, positive, proactive attitude and ability to work collaboratively with team members and other colleagues.
- A self-starter with problem-solving skills, attention to detail, accuracy, demonstrated accountability, the ability to prioritise and a commitment to completion.
- Self-sufficient, with ability to work independently as well as knowing when to ask for help.
- Demonstrate respect and sensitivity to the mana of the taonga cared for by the Museum.
- Suitable level of physical fitness – this role may entail lifting items up to 10kg, working at heights and working in photographic cold store environments. Appropriate PPE will be provided for working in the cool stores.
- Desire to work in a fast-paced and lively organisation.
- Holds a passion for dynamic museums and for working in a cross-functional team environment.
- Ability to work on repetitive tasks.
- Ability to successfully manage a workload with multiple and competing priorities.

He Oranga Tangata ka ao  
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