

Position Description

Title:	Community Navigator, Te Aho Mutunga Kore	Reports To:	Curatorial Support Manager, Human History
Directorate:	Collections and Research	Direct Reports:	Nil
Status:	Fixed Term: until mid-October 2024, 1.0 FTE	Date:	December 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

Te Aho Mutunga Kore is a Textile and Fibre Centre for Māori and Pacific, located in Auckland Museum. The centre will nurture creativity, knowledge sharing and knowledge creation by decentring the Museum and handing agency back to communities. *Te Aho Mutunga Kore: the everlasting threads of knowledge*, will ensure sustained engagement with textile and fibre collections to strengthen the ties (aho) between community and their material culture heritage, creating a safe pathway for knowledge transmission (taonga tuku iho).

Te Aho Mutunga Kore builds on the ground-breaking Auckland Museum projects Te Awe Phase II and Pacific Collection Access Project (PCAP), in which the museum worked with cultural knowledge holders and engaged communities. These projects highlighted the need for the museum to transform its pūkenga (skills and ethos) to ensure genuine long-term partnerships that are consistent across all Māori and Pacific communities.

The establishment of the centre seeks to embed a step-change in our museum practice to embed meaningful change in the way we work with communities to safeguard taonga and measina.

The role of the Community Navigator, Te Aho Mutunga Kore is to facilitate a wide range of project activities for the initial phase of Auckland Museum’s Textile and Fibre Centre through engagement of communities, knowledge holders and practitioners, to provide opportunities to access the Māori and Pacific textile and fibre collections, initiate projects and through this

engagement enrich community and museum outcomes. The role will also support ongoing evaluation of the centre and its activities.

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:
Community Engagement Planning and Delivery	<ul style="list-style-type: none"> • Apply creativity and expertise to plan, develop and deliver opportunities for Māori and Pacific communities and other stakeholders to engage with the Textile & Fibre Centre • Development of criteria for identification of target stakeholders • Compilation and management of a comprehensive stakeholder database containing contacts of key groups and individuals for the Project • Work with documentary heritage staff and librarians to help access information for community projects when necessary • Work with the Centre Directors, Manager Visitor and Market Research to develop and apply an evaluation plan that will assess the success of the Centre and its' community engagement plan • Work with the contracted external evaluator to ensure relevant data is collected throughout each project • Build a strong collaborative working relationship with Auckland Museum's Learning and Engagement team to ensure synergy between the Centre's community engagement and Learning and Engagement's activities with Māori and Pacific communities • Assist the Communications Team and Project Manager – Te Aho Mutunga Kore with on-going communications regarding the Centre • Mentor team members in the understanding and enactment of the principles embedded in He Korahi Māori and the Teu Le Vā document
Facilitation of community engagement events/meetings	<ul style="list-style-type: none"> • Organisation of a series of community engagement opportunities in relation to the Centre including consultations, forums and project activities (Note: some of these activities may need to occur outside of normal business hours or during weekends) • Ensure all projects are time managed with all stakeholders • Arranging all aspects of the hosting of stakeholder groups • Willingly and appropriately respond to public enquiries on-line, on-site and off-site regarding the project and community engagement
Information Collation/Data capture	<ul style="list-style-type: none"> • Record and collate information gathered via community engagement activities compiling files documenting all engagement meetings • Work with Curators of the Taonga Māori and Pacific collections and the wider project team to identify key stakeholders willing to be interviewed (audio or film)

	<ul style="list-style-type: none"> • Work with Curators, Collection Managers and Māori and Pacific communities to identify key additional information to add to the Museum’s collection management database • Work with Collections, Information and Access and Documentary Heritage teams to develop guidelines for the recording and long-term care of collections related and community knowledge and ensuring partner outcomes are supported
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<h2 style="color: #4F81BD;">Important Relationships</h2>	
<p>External:</p> <ul style="list-style-type: none"> • Community groups, knowledge holders and practitioners including Iwi and hapū • Museum and heritage professionals across the sector • Manutū Ministry for Culture and heritage, other museums, and government agencies • Contract evaluation team 	
<p>Internal:</p> <ul style="list-style-type: none"> • Te Aho Mutunga Kore Directorship: Head of Human History, Pou Arahi Curator Māori, Curator Pacific and Curatorial Support Manager Human History • Project Manager and Collections Technician, Te Aho Mutunga Kore • Wider Human History team in particular Māori and Pacific teams • Museum staff across Collections & Research Directorate • Museum staff across the Learning & Public Programmes Directorate • Auckland Museum’s Taumata-ā-Iwi and Pacific Advisory Group 	

<h2 style="color: #4F81BD;">Our Expectations of our People</h2>	
<p>Ensure a healthy and safe work environment</p> <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. 	
<p>Cultural awareness</p> <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 when 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 (Self-awareness)

- Is approachable; makes it easier for people to come to them when they need help.

Compassion (Empathy)

- Relates with others in a way that upholds mana on both sides.
- Understands that people who feel understood and appreciated want to do more for their colleagues.
- Assesses how others might feel in their own shoes before responding to situations.
- Shows genuine compassion and concern for others and treats them generously.
- Demonstrates humility and understands that people are multifaceted, bringing with them their cultures, people, whakapapa, histories and beliefs.

Interpersonal savvy (Manaaki)

- Makes audience-insightful decisions that improve stakeholders' experiences and exceed their expectations.
- Is passionate about the role they play in the Museum and how it contributes to the positive experiences of internal and external customers.
- Provides exceptional manaakitanga to the Museum's manuhiri.
- Acknowledges that our audiences are diverse and have different needs, and works hard to meet these.

Skills & Experience Required for this Role

Success in this role requires the following foundations.

- Awareness of and experience in working with a range of Māori and Pacific communities
- Have an understanding of Maori and Pacific cultural protocols of support, hosting and engagement
- Well established and broad Māori and Pacific networks in the Auckland region
- Written and oral skills in Te Reo Māori or in one or more Pacific languages is desirable
- Awareness of and experience working with Māori and Pacific cultural material
- Excellent stakeholder management skills
- Effective interpersonal skills are essential
- Exceptional organisational and time management skills
- Strong attention to detail
- Proficiency in using MS office applications

- Experience in using databases
- 1-3 years relevant experience in community and public programming, advocacy or facilitation is desirable
- Ability to confidently deal with new tasks
- Ability to logically analyse issues
- Ability to make timely decisions using sound judgment
- Excellent written and/or oral communication skills
- Tact, discretion, and confidentiality are essential
- Evidence of ability to work collaboratively and in cross-functional teams
- Exceptional commitment to customer service – a 'customer first' approach – involving a warm and approachable manner, an excellent standard of knowledge, presentation and maturity to represent the Museum in a professional manner
- A responsive, professional, open and enthusiastic manner

Personal Attributes Required for this Role

Success in this role requires the following attributes.

- Self-motivation, organisation, an ability to cope well under stress
- Must be able to work flexible hours, including evenings, holidays and/or weekends as required
- Empathy for bringing the Museum alive, being part of its team, and a well-developed sense of public/community accountability

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