

Position Description

Title:	Conservator	Reports To:	Head of Collection Care
Directorate:	Collections and Research – Collection Care team	Direct Reports:	Nil
Status:	Fixed Term for 12 months, 1.0 FTE	Date:	May 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

At Tāmaki Paenga Hira Auckland Museum, the role of the Museum Conservator is fundamental in ensuring the physical care and conservation of the museum's vast collections, encompassing Human History, Natural Sciences, and Documentary Heritage, as well as collections belonging to communities. This critical position enables the utilisation of these collections within the museum and through external loan programs, thereby broadening access for diverse external communities. The Conservator is tasked with leading and contributing to both preventive and interventive conservation strategies across all collecting areas, adhering to risk management principles and best practice guidelines.

In their capacity, the Conservator undertakes prioritised treatments and collaborates closely with the broader Collection Care team, Collection Managers, and Curatorial staff. By providing expert advice, the Conservator plays a pivotal role in informing decision-making processes related to the care and preservation of the collection. This collaboration ensures that the conservation efforts are well-integrated and support the museum's mission and strategic objectives.

The Conservator's position is embedded within the wider Collections & Research Directorate, specifically within the Collection Care team. The work and contributions of this team are central to fulfilling many of the museum's aspirations, as outlined in its five-year strategic plan. This includes making the collections accessible in various formats—onsite, offsite, and online—

thereby realising the museum's commitment to kaitiakitanga. This guiding principle involves the stewardship and care for the collections and stories entrusted to the museum, aiming to achieve excellence in the public's experience across all museum galleries.

As part of a bicultural workplace, the Museum Conservator is expected to uphold and embody the principles of He Korahi Māori and Teu Le Vā. This commitment underpins all aspects of their work, from conservation practices to engagement with communities, ensuring that the museum's practices are inclusive, respectful, and reflective of its bicultural foundation. Through their expert care and conservation of the collections, the Conservator significantly contributes to the museum's mission, facilitating access and engagement with New Zealand's rich cultural heritage and natural history for a wide range of audiences

Accountabilities

Key Tasks:	Key Activities:
Treatment and Care	<ul style="list-style-type: none"> • Undertake and complete expert remedial treatments to the NZCCM Code of Ethics including assessment, research, analysis, proposal (taking into consideration artist intention and cultural protocols), stabilisation and reporting. • Determine and implement an effective Conservation approach in the planning and completion of works through appropriate surveys and preventive/interventive conservation to ensure the ongoing stability of Collections. • Document changes on existing database records with respect to collection condition, treatments, and movements. • Follow accepted behavioural and treatment protocols relating to handling and treatment of Māori taonga or treasures. • Advise and facilitate best conservation practice and process delivery to key internal and external stakeholders. • Contribute to the prioritisation of treatments, and establish protocols and procedures which will enhance overall delivery and efficiencies • Supervise the work of volunteers, interns, technicians and contract conservators, as appropriate
Collection Access	<ul style="list-style-type: none"> • Provide prompt and accurate information to public and professional enquiries related to collections and their care. • Facilitate access to and interaction with collections for researchers, students, visiting scholars and colleagues, community and special interest groups

	<ul style="list-style-type: none"> At times represent collection care interests in project working groups, especially those relating to exhibitions and other public programmes.
Research and Scholarship	<ul style="list-style-type: none"> Develop and undertake active research programme in conservation science related to material science area of expertise Maintain a high level of knowledge and understanding of current conservation technologies, methodologies and materials Contribute to communicating research, conservation results, including treatments in programmes, professional newsletters as well as other published forms such as peer reviewed journals, conference and presentation to internal and external audiences and through digital channels
Collection Care Expertise	<ul style="list-style-type: none"> Identify preventive conservation needs and contribute to the development of guidelines. Contribute expert advice to the annual review of the Collections Response & Recovery Plan (CRRP) Provide expert advice for on-going Integrated Pest Management (IPM). Provide expert advice on environmental conditions and parameters. Provide expert advice on the development of standards of care, improving storage methods and standards for packing. Provide advice and contribute to training of staff on handling and safe packing methods. Maintain supplies of object treatment materials, tools, and maintenance of equipment. Participate in the overall upkeep and cleanliness of the Conservation Laboratory.
Digital Capability	<ul style="list-style-type: none"> 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.

Important Relationships

External:

- Any relevant external contractors or suppliers, iwi, hapu, community groups
- NZCCM

Internal:

- Museum departments & internal stakeholders including: Production and Experience Services, Exhibitions, Display, Collections Care, Conservation, Curatorial, Gallery Renewal, and others as required.

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 Kōrahi 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 – Leading Others

Self-awareness

- Creates a team culture of feedback and self-awareness. Is approachable, and actively listens to direct reports ensuring they feel heard.

Connected

- Role models collaboration, cooperation and a 'one museum' view.

Integrity

- Practices what they preach, rewards behaviour aligned with shared organisational values and principles and disapproves of behaviour that isn't.

Manaaki

- Role-models manaakitanga and teu le vā through the quality of service they deliver and by the care demonstrated to their colleagues, direct reports and manuhiri.

Resilience and Optimism

- Remains calm and doesn't become defensive, keeps things in perspective for their people. Keeps a positive mental attitude when the going gets tough.

Authentic

- Champions and enables team members to connect with the Museum's vision and goals delivering on our commitments to Te Tiriti Ō Waitangi, He Korahi Māori and Teu Le Vā.

Accountable

- Takes personal responsibility, will tackle challenging issues and take a tough stand when required.

Inclusive

- Respects that people are free to be themselves and express their identities.

Generosity

- Enables others to succeed by providing appropriate information, resources and autonomy. Actively seeks opportunities to encourage and develop their people.

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.

Peer Relationships (Manaaki)

- Is always ready to share with and help others, even if they need to go out of their way.
- Creates meaningful connections with people that are personalised, relevant and informative.
- Is engaging, open and willing to go the extra mile for people.

- Learns about the cultures and preferences of others so they can share and connect in an appropriate and engaging way.

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.

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.

- Tertiary qualification in the Conservation of Cultural Materials,
- Member of NZCCM or internationally recognised Conservation affiliations
- Minimum of 5 years conservation experience in museums or heritage institutions
- Extensive experience with treatment of a wide range of object and materials
- Experience in working with taonga Māori or other culturally sensitive material
- Up-to-date knowledge of current professional thinking around preventive conservation and display of objects
- Ability to communicate Conservation concerns effectively and constructively
- Knowledge of plastics and modern materials would be an asset
- Experience with materials analysis using FTIR, XRF, Oddy testing, and Microfader testing among others is desirable
- Familiarity with display/storage materials testing protocol is desirable
- Knowledge in Tikanga Māori would be beneficial
- Superior oral, written communication skills and demonstrated ability to provide written reports on work accomplished against agreed targets.

- A collaborative approach and excellent interpersonal skills will be essential in dealing with diverse groups including community groups, the public, iwi and whanau, museum project teams, and across all tiers of the museum

Personal Attributes Required for this Role

Success in this role requires the following attributes.

- A responsive, professional, open and enthusiastic manner.
- Self-motivation, organisation, an ability to cope well under stress.
- Must be able to work flexible hours, including evenings, holidays and/or weekends.
- Holds a passion for dynamic museums and for working in a cross-functional team environment.

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