

Position Description

| | | | |
|--------------|-------------------------------------|-----------------|---------------------------------|
| Title: | Image Orders and Rights Coordinator | Reports To: | Imaging and Permissions Manager |
| Directorate: | Collections and Research | Direct Reports: | Nil |
| Status: | Permanent 1.0 FTE | Date: | July 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 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

This role and the contribution of the wider Collection Information & Access team sits at the heart of the Museum's aspirations.

The collections and knowledge about them are often the essential basis for Museum researcher visits, exhibitions, programmes and events. The purpose of this role is to support the Imaging and Permissions Manager to ensure the legal and ethical supply of digital images of objects from the Museum's collections.

The role supports and enables internal & external clients with research enquiries. These actions will help improve visibility and overall access to the Museum's collections. This role ensures that the Museum's Collections, collection data and media assets are reused and repurposed effectively and ethically. Robust management of intellectual property rights ensures we can meet our legal obligations and manage institutional risk while ensuring the greatest access to and reuse of the Museum's collections possible.

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: |
| Image Order Service | <ul style="list-style-type: none"> Responsible for satisfying orders according to agreed service levels and deadlines. |

| | |
|------------------------|---|
| | <ul style="list-style-type: none"> • Deliver a customer focussed image order service ensuring follow-through, clear communication, and completion of image order enquiries internally and externally. • Ensure consistent documentation of requests using the Museum's Enquiry and Collection Management Systems. • Provide guidance to stakeholders relating to image supply and associated rights. • Plan, size and execute complex or large-scale image requests. • Liaise with Collection Management and Curatorial staff to ensure the delivery of images for image and media supply. • Responsible for imaging in response to requests, including scheduling activities such as the work of Collection Technicians or external suppliers. |
| Imaging Collections | <ul style="list-style-type: none"> • Imaging collection items as necessary to fulfil image order enquiries. • Liaise with Collection Managers and Curators to access materials for digitisation and handle collection items following best practice standards. • Create digital images following best practice. • File digital images with appropriate file names according to Museum conventions. • Work with the Photographer and Media Producers to ensure large and complex objects are imaged as required. |
| Rights and Permissions | <ul style="list-style-type: none"> • Promote sound copyright and cultural permissions practice across the organisation • Research and assess copyright and other intellectual property rights for collection objects and their digital surrogates. • Manage and assess risk around application of rights statements for collection objects and their digital surrogates. • Consistently apply the principles of the Museum's Copyright Framework through use of appropriate rights statements on the Museum's Collection Management Systems. • Research and identify artists, authors, and rights holders for collection items using public and privately available databases and document findings in the Museum's Collection Management System. • Contact identified rights holders and seek relevant licenses and permissions for third party requests as needed. • Co-ordinate and Māori and Pacific Cultural Permissions requests for consultation. • Work in accordance with established processes for culturally sensitive images ensuring publishing of images on the Museum's Collections Online and online partnerships is appropriate. • Monitor compliance with Copyright and Cultural Permissions and take appropriate action if breaches are discovered. |

| | |
|------------------------------------|---|
| | <ul style="list-style-type: none"> • Ensure copyright licenses, associated documentation and decision-making rationale are appropriately filed and readily findable. • Work with the Imaging and Permissions Manager to identify priority collections for assessment and manage assessment workflow. • Produce regular progress reports as required. • Feed into and support regular review and revision of rights policies. |
| Exhibition and Publication Support | <ul style="list-style-type: none"> • Provide expert advice in Collection image clearance and licensing processes for the Museum's exhibition, Gallery Renewal and Gallery Refreshment work streams. • Provide advice about open access and openly licensed options for Museum uses. • Provide rights assessment and clearance for Museum produced publications, both online and in print. • Develop and maintain productive relationships with external stakeholders such as publishing houses, institutions, iwi and community groups. |

Important Relationships

External:

- Stakeholders & Partners aligned to the Museum, including community groups, tertiary and educational organisations.
- Wider Museum and Cultural Heritage Sector especially those in similar positions in other organisations.
- Artists, authors, rights holders and estates.
- Researchers, publishers, visitors, professional & business organisations

Internal:

- Collection Information and Access team
- Collections & Research directorate
- Public Experience directorate
- Wider Museum staff

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 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.

Compassion (Empathy)

- Relates with others in a way that upholds mana on both sides.
- 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.

Customer Focus (Generosity)

- Adopts an outlook of sustainable prosperity for our manuhiri and partners, knowing that the benefits may not be visible or immediate.
- Displays goodwill towards their colleagues, assuming the best of them, letting it go when mistakes are made and giving people another chance.
- Always goes the extra mile for our customers, visitors and audiences so they have the best possible experience.
- Responds to, and follows up on, queries promptly, ensuring that they are not holding up the work of others.

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.

- 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.

Informing (Manaaki)

- Ensure they stay up to date and informed; shares accurate information freely to help others.

Skills & Experience Required for this Role

Success in this role requires the following foundations.

- Tertiary qualification in the fields of Museum Studies, Library and Information management is essential.
- Māori and Pacific studies or History, or suitable experience in a field relevant to the Museum's activities is highly advantageous.
- Proven frontline customer service skills.
- Sound research and reference skills are highly advantageous.
- Understanding of the legislative and cultural frameworks pertaining to the release, use and protection of digital content and collection items.
- Ability to build high trust/effective relationships and to work collegially with stakeholders, researchers and members of the public
- Strong knowledge and skills associated with digital collection information and databases
- Proven computer efficiency and intermediate experience with research databases

Personal Attributes Required for this Role

Success in this role requires the following attributes.

- Curious: asking a lot of questions, not accepting the obvious, loving research
- Empathetic: listening carefully, taking notes
- Flexible: Delivering appropriately, understanding constraints

Enriching lives. Inspiring discoveries