

Position Description

Title:	Imaging and Permissions Manager	Reports To:	Head of Collection Information and Access
Directorate:	Collections and Research	Direct Reports:	5
Status:	Permanent 1.0 FTE	Date:	August 2024

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 300 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 is responsible for leading the Imaging and Permissions team including the planning, coordination and management of the Imaging lifecycle from creation to distribution. The Imaging and Permissions Manager will focus on developing the imaging service and photographic studio, managing workflows and task management to reduce inefficiencies. This position manages both internal and external stakeholder relationships with regards to image creation, copyright and cultural permissions and will provide expert advice in the Museum’s management of rights; copyright, cultural permissions, moral rights and intellectual property.

The Collection Information & Access team sits at the heart of the Museum’s aspirations. This department is responsible for managing enquiries and access, digital preservation, collections online, and delivering the Research Strategy. The Imaging and Permissions team will create assets that help share the stories and research connected to the Collections, whilst protecting the museum's rights and cultural permissions.

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:
Team Management	<ul style="list-style-type: none"> • Provide leadership, set standards of service, allocate work and provide supervision for staff contributing to the imaging service. • Develop an inclusive and collaborative culture where everyone is prepared to help one another and encourage a self-directed work ethos in order to best utilise and develop team capabilities and maximise output. • Build and maintain a trusting and safe environment where problems can be raised and solved collaboratively. • Set clear milestones and ensure current museum and best practise standards are adhered to and achieved at all stages. • Ability to act independently (within delegated authority) in developing and delivering initiatives and projects. • Manage the day-to-day finances, guide the team to meet budgetary goals, and actively reports upwards on budget management and risk.
Manage the Imaging Service	<ul style="list-style-type: none"> • Develop priorities for imaging consistent with the Annual Plan and Path to 2029 and in line with He Korahi Maori and Teu Le Va. • Maintain operational oversight of the photographic studio. • Plan, develop, administer and regularly review the imaging service delivery model. • Lead large-scale imaging projects and support the diverse needs of users across the Museum. • Work with all stakeholders to ensure consistency of approach and minimisation of redundant resource use, and contribute to the strategic aspirations of the organisation. • Negotiation of image supply which meets appropriate content and quality standards.
Rights and Permissions Management	<ul style="list-style-type: none"> • Risk Management - Recognise, assess and proactively manage foreseeable rights issues and inform the appropriate authority as required. • Monitor compliance with the New Zealand Copyright Act 1994, the Museum's Copyright Framework and Cultural Permissions Policies and take appropriate action if breaches are discovered. • Maintain and manage copyright and Cultural Permissions workflows and systems within the Museum's collection management systems. • Provide expert advice to Auckland Museum initiatives and projects to ensure rights issues are managed from an early stage. • Promote sound Intellectual Property, Copyright and Cultural Permissions practice across the organisation. • Research and consult with Curators and Collection Managers to establish copyright for collection objects. • Responsible for obtaining Cultural Permissions from the appropriate authority for use of images.

	<ul style="list-style-type: none"> • Advise on the Museum’s responsibilities and opportunities regarding Indigenous Data Sovereignty and ethical management of data • Responsible for regular review and revision of rights policies.
Stakeholder Management	<ul style="list-style-type: none"> • Develop and maintain productive relationships with external stakeholders such as publishing houses, institutions, iwi and community groups. • Develop and maintain excellent working relationships with staff from across the organisation. • Provide on-going training to staff from across the organisation in the correct use of permissions, licensing and copyright.
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:	<ul style="list-style-type: none"> • Local government, industry, business and public communities • Iwi and whānau stakeholders relating to the Cultural Permissions process • Community & heritage partners
Internal:	<ul style="list-style-type: none"> • Collections and Research Directorate colleagues • Staff across all Museum departments

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 – 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.

Customer Focus (Connected to our mahi)

- Leads with sound tikanga and protocols for engagement and relationship development with tangata whenua and Pacific peoples.

Ethics & Values (Authentic)

- Acknowledges they are their leadership role and they influence the entire organisation through their values, actions and priorities.

Peer Relationships (Collaboration)

- Leads people to collaborative solutions, even when faced with problems and challenges.

Perseverance (Resilience & Optimism)

- Leads their team members to stay positive and focused on delivering results in tough times.
- Keeps their people inspired and hopeful; stays focused on building positive momentum for the betterment of the healthier whole.
- Frames new directions in understandable, innovative and inspiring terms.
- Avoids seeing crises as insurmountable problems and keeps things in perspective for their people.

Skills & Experience Required for this Role

Success in this role requires the following foundations.

- A Tertiary qualification relevant to the sector, or a high level of relevant experience in image supply and customer service
- People leadership experience managing fast paced and high performing teams
Demonstrated experience in managing Copyright and other permissions
- Experience in meeting the needs of Māori in relation to enquiries about taonga
- Knowledge of museum collection management practice and collection care practice
- Knowledge of photographic processes and digital file formats is highly desirable
- Knowledge of tikanga Māori, especially relating to collections
- Sound understanding of Mātauranga Māori
- Excellent digital systems, computer and keyboard skills
- Demonstrable knowledge of the content in the permanent galleries
- Demonstrable general knowledge of New Zealand geography and history
- Genuine appreciation and interest in Museum Collections and themes

Personal Attributes Required for this Role

Success in this role requires the following attributes.

- Demonstrated ability to work systematically and accurately using established processes
- Superior/effective oral and written communication skills
- Ability to remain calm under pressure
- Proven customer service skills
- Be well presented, polite, tactful and friendly
- Ability and willingness to work flexible hours, including weekends and evenings on occasion as required
- 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

He Oranga Tangata ka ao
Enriching lives.Inspiring discoveries