

## Position Description

Title:	Loans Assistant	Reports To:	Manager, Human History Collections
Directorate:	Collections & Research	Direct Reports:	Nil
Status:	Permanent 0.5 FTE	Date:	December 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 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 Loans Assistant is responsible for assisting the Loans Officer to administer Auckland Museum’s incoming and outgoing exhibition loans programme through negotiation with Lenders and Borrowers, arrangement of loan logistics and robust documentation and record keeping.

The Loans Assistant will focus primarily on processing incoming loans of objects as part of Gallery Renewal programmes. The Loans Assistant will also coordinate existing long-term incoming loan renewals and facilitate short-term loans for Auckland Museum’s ongoing temporary exhibitions programme as required.

Tāmaki Paenga Hira Auckland Museum is committed to outstanding management of its extensive collections and the staff who tell the Museum’s stories. This position’s contribution is vital to enabling the wider Human History team to achieve its objectives that sit at the heart of the Museum’s aspirations. Auckland Museum’s collections are often the essential basis for research both internally and externally, and support a wide range of future exhibitions and programmes. The role works closely with the Manager Human History Collections and Loans Officer.

The Museum is a bicultural workplace and the person in this role will uphold the principles of He Korahi Māori and Teu Le Vā.

<b>Accountabilities</b>	
<b>Key Tasks:</b>	<b>Key Activities:</b>
<b>Managing Loans</b>	<ul style="list-style-type: none"> <li>• Respond to loan requests within agreed timeframes and keep prospective lenders and borrowers well-informed of loan progress and requirements.</li> <li>• Coordinate assessment and approval of delegated loan requests.</li> <li>• Contribute to Gallery Renewal planning by attending meetings, communicating loans procedures, and updating the project team on loan statuses.</li> <li>• Coordinate exhibition loan activities in association with colleagues across the Museum.</li> <li>• Create, negotiate and/or review loan agreements with the support of the Loans Officer.</li> <li>• Coordinate and undertake/arrange packing, transport and storage of objects between the Museum and external parties, in coordination with the Loans Officer and Collection Managers</li> <li>• Work closely with the Exhibition and Display teams, Learning and Public Programmes team, Māori and Pacific Development team and Curators and Conservators regarding loan requirements.</li> <li>• Monitor loan conditions and liaise with lenders and borrowers regarding contract changes and renewals.</li> <li>• Maintain good working relationships with lenders and borrowers.</li> <li>• Ensure cultural sensitivities are respected in the storage and access of collections.</li> <li>• Assist the Loans Officer with the resolution of historic loan issues, assist with provenance research and lender/borrower contact as required.</li> <li>• Assist with inventory checks as required.</li> <li>• Assist with formal valuation processes for loans to meet insurance and audit requirements as required.</li> </ul>
<b>Loans Documentation</b>	<ul style="list-style-type: none"> <li>• Maintain up to date hardcopy files and digital records relating to active loans, and accurately archive completed loan files.</li> <li>• Create new database records and enhance existing records for the purpose of documenting loans.</li> <li>• Assist the Loans Officer to improve the processing and management of loans using digital workflow practices in line with the Museum’s Digital Strategy.</li> <li>• Support the progressive enhancement of documentation for historic long-term loans.</li> </ul>
<b>Database Management</b>	<ul style="list-style-type: none"> <li>• Maintain good day to day working knowledge of Vernon CMS.</li> <li>• Keep up to date with new Vernon CMS version developments.</li> <li>• Ensure database information is consistent, accurate and retrievable.</li> </ul>

	<ul style="list-style-type: none"> <li>• Manage associated digital documentation and images and ensure these are linked to the relevant records.</li> <li>• Develop and manage database standards in relation to loan records.</li> <li>• Ensure object image files are named and archived correctly, saved in the appropriate drives and caption information is recorded.</li> </ul>
<b>Collection Access and Handling</b>	<ul style="list-style-type: none"> <li>• Coordinate with the relevant Collection Managers to enable safe transit and movement (internally and externally) of collections across the Museum and between sites.</li> <li>• Maintain practical knowledge of the latest best practice handling, packing and rehousing techniques.</li> <li>• Demonstrate awareness, sound judgement, sensitivity and cultural competency around tikanga and the handling of taonga.</li> <li>• Work at the offsite facility when required, including accessing items in specialist stores, according to defined access protocols.</li> </ul>
<b>Stakeholder Relationships</b>	<ul style="list-style-type: none"> <li>• Participate in cross disciplinary teams as and when required.</li> <li>• Relationships with iwi/hapu are maintained in co-ordination with Māori and Pacific Development staff.</li> </ul>
<b>Self-Development</b>	<ul style="list-style-type: none"> <li>• Maintain knowledge of compliance and legislation relevant to the collection and undertake any required compliance certification required to carry out the role.</li> <li>• Maintain up-to-date procedural or operations documentation.</li> <li>• Maintain knowledge of safe handling of any dangerous/flammable materials.</li> <li>• Professional networks are maintained.</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>

<b>Important Relationships</b>	
External:	
<ul style="list-style-type: none"> <li>• Borrowers and lenders (private and institutional).</li> <li>• GLAM sector colleagues across Tāmaki Makaurau and Aotearoa New Zealand.</li> <li>• International research institutions, museums, art galleries and libraries.</li> <li>• Iwi, hapu and other communities.</li> <li>• Art courier service providers.</li> <li>• International art shippers and transport/logistic companies.</li> </ul>	
Internal:	
<ul style="list-style-type: none"> <li>• Human History, Documentary Heritage and Natural Science Curators.</li> <li>• Conservation and Collection Care.</li> </ul>	

- Managers (Human History and Natural Science Collections), Senior Collection Managers and Collection Managers.
- Collections & Research Directorate: Collection Access Librarians, Imaging and Permissions Manager, Photographers, Collection Technicians.
- Māori and Pacific Development.
- Learning and Public Programmes.
- Exhibitions and Display.
- Marketing, ICT Application Specialist and Finance 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 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.

### **Creativity (Curiosity)**

- **Curiosity.** Engages deeply in their work, generates new ideas and shares those ideas with others.

### **Self-Knowledge (Self-awareness)**

- **Informing.** Speaks with care, sincerity, and tact.

### **Peer Relationships (Collaboration)**

- **Collaboration.** Is committed to participating in meaningful, collaborative engagement with source communities that empowers them to achieve their aspirations.

### **Problem Solving (Systems Thinking)**

- **Systems Thinking.** Avoids blaming others; applies root-cause analysis to understand why a problem occurred.

## Skills & Experience Required for this Role

Success in this role requires the following foundations.

- Relevant degree or relevant museum experience in Collection Management or Registration.
- Museum Studies Diploma or Degree (or currently working towards one) is desirable.
- Knowledge of the requirements for accurate record keeping, and experience in the use of Vernon Collection Management System highly desirable.
- Knowledge and understanding of the principles of Museum Registration.
- Knowledge and experience of the requirements for safe handling, packing, transport, conservation, display and storage of museum objects to current museum standards.
- Good manual dexterity and ability to use mechanical equipment to access objects (eg. Wave lifter) desirable.
- Must hold a current and full New Zealand driver's licence.

## Personal Attributes Required for this Role

Success in this role requires the following attributes.

- Engaged communicator with demonstrated effective verbal, written and listening skills.
- Mature outlook with a capacity for balancing privacy and access to collections and collection information.
- Growth mindset and willingness to adapt and learn new systems and processes.
- Helpful, flexible, respectful and generous with colleagues and external stakeholders.
- A self-starter with attention to detail, demonstrated accountability and commitment to completion.
- Awareness, sound judgement, sensitivity and cultural competency.
- Demonstrates respect and sensitivity to the mana of taonga in the care of the museum.
- Holds a passion for museums and for working in a cross-functional team environment.
- A reasonable level of fitness is required in this role, including the ability to use ladders and occasionally lift objects of heavy weight.

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