

Position Description

Title:	Senior Collection Manager, Documentary Heritage	Reports To:	Head of Documentary Heritage
Directorate:	Collections & Research – Documentary Heritage	Direct Reports:	6
Status:	Permanent 1.0 FTE	Date:	October 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 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

Tāmaki Paenga Hira Auckland War Memorial Museum holds one of New Zealand’s pre-eminent Documentary Heritage collections and runs a leading research library service. These collections are diverse in both format and time-period, consisting of manuscript, ephemera, oral history, photographic and works on paper collections that cover social, cultural, and military history from the 18th century to the present day. The collections are essential for research, display, public engagement, and the maintenance of cultural identity. The person in this role will uphold the principles of He Korahi Māori and Teu Le Va.

The Senior Collection Manager, Documentary Heritage leads the team responsible for the Museum’s Documentary Heritage collections, to ensure their long-term preservation and active use. Managed by the Head of Documentary Heritage, at a day-to-day level this key role has direct line management of the team of Collection Managers and Collection Technicians and is responsible for ensuring excellent standards of collection care and documentation; managing projects to improve the care of, and access to, the collections.

This role oversees the processes relating to acquisitions, cataloguing, loans, programmes, and public and internal access through physical management of the collection and documentation and database management. This is achieved through provision of extensive collections management expertise directed towards the cataloguing, care, development, and digitisation of the Documentary Heritage collections at Tāmaki Paenga Hira Auckland Museum.

The role also works closely with the wider Documentary Heritage team and contributes to, liaises, and works effectively with teams across the Museum.

There are five core activity areas to which all staff members in the Collections and Research Directorate contribute: research, collection development, collection management, public programme support and collection access. The purpose of this role is to contribute effectively to all five strands, further developing the physical management and care of the collection, robust documentation and enabling access to them.

Auckland Museum is committed to outstanding management of its extensive collections and the staff who tell the Museum’s stories. This position is part of the wider Collections & Research directorate and sits within the Documentary Heritage team.

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:
Leadership	<ul style="list-style-type: none"> • Lead, manage and develop a dedicated team consisting of specialist Collection Managers and Collection Technicians, setting clear objectives aligned to the strategic direction of the wider team. • Allocate responsibilities within the team to ensure overall objectives are met, utilising individual strengths and development opportunities to enable the best outcomes for individuals and for the Museum. • Recruit, select, develop, support, and retain a diverse and high performing staff that values teamwork. • Build capability and capacity of the overall team, identify talent, and develop individuals as appropriate. • Supervise fixed term and project staff as required. • Work closely with Curators in determining priorities and work plans for the relevant collection areas. • Show leadership in the field of collection management throughout the sector, with active participation in relevant working groups within and external to the Museum. • Coach and mentor team members as appropriate and identify and respond promptly to any training and development needs. • Motivate and monitor individual and team progress and provide regular feedback. • Identify and manage performance issues with integrity, and in a timely manner. • Review performance and salaries within agreed timeframes. Model a flexible and responsive team culture of generosity and participation.

	<ul style="list-style-type: none"> • Foster an inclusive, supportive, and equal opportunity team environment that embraces diversity and supports Te Ao Māori. • Advocate for team members as required.
Operational Delivery	<ul style="list-style-type: none"> • Participate in departmental planning and budgeting. • Demonstrate financial prudence in decision-making and resource allocation. • Ensure the objectives and needs of the Collection Management team are accommodated in the department's plans and budgets. • Manage the resourcing of collection storage supplies and processing materials required for the collections. • Oversee and manage the departmental budgets and reconcile credit card transactions, to ensure all expenditure is approved, recorded, and stays within allocated limits. • Develop, review, and strive for the continuous improvement of departmental policies, systems, processes, guidelines, and workflows and ensure these are documented, understood and followed. • Oversee team workflows including prioritization, planning, methodology, rationale, and resource allocation. • Provide timely and informative reporting upon request. • Oversee and monitor delivery of the team's work programme. • Delegate tasks as appropriate. • Inform, train, and equip staff to carry out their work safely and effectively. • Understand the storage needs of the collection and advocate for storage upgrades where needed. • Co-ordinate an annual programme of storage upgrades in association with the Senior Collection Manager, Collection Care across the Documentary Heritage collection areas. • Develop and manage database standards and training, in association with colleagues.
Service Delivery	<ul style="list-style-type: none"> • Provide relevant advice and support to other Museum departments as and when required. • Oversee the successful resolution of departmental enquiries, requests, and retrievals. • Oversee loan and exhibition activities supporting the Collection Managers and Loans Officer. • Oversee assessment and approval of new acquisitions and incoming and outgoing loan requests.
Team Contribution	<ul style="list-style-type: none"> • Work collaboratively with the Head of Documentary Heritage and Curators to develop and implement the strategic direction of the department and directorate operational plans. • Provide information on resources, capabilities, and operating environment to inform strategy development and decision-making.

	<ul style="list-style-type: none"> • Collaborate with other colleagues, and from time to time provide leadership, to progress organisation-wide initiatives, cross-functional projects, and organisation development activities.
Stakeholder Relationships and Partnerships	<ul style="list-style-type: none"> • Broker and negotiate resources required for effective implementation of programme delivery. • Build and maintain external relationships required to gain resources critical to implementation (e.g., with internal and external service providers). • Support sponsor and corporate partner relationships. • Make sure that roles are clear, that commitments are met, and problems and issues are resolved effectively. • Represent Documentary Heritage at Vernon User Group meetings. • Contribute to relevant national and international bodies and initiatives as required. • Plan and deliver Collection Management teaching modules as required for Tāmaki Paenga Hira in association with our partners. • Co-ordinate and contribute to collaborative initiatives with other GLAM institutions. • Encourage stakeholder views to be considered in policy changes. • Contribute to discussions around the strategic planning of the department and the wider Museum. • Transfer of knowledge and skills, share information and/or train team members as required. • Contribute to discussions around the strategic planning of the department and the wider Museum. • Participate in cross disciplinary teams as and when required, e.g., Collection Care, Exhibitions, Facilities. • Plan and scope projects, direct workflow, supervise and provide material for Collection Technicians, interns and volunteers when required.
Research	<ul style="list-style-type: none"> • . Research and build intellectual knowledge base on subjects relevant to assigned collections. • Research best practice in the care of and/or advances in technologies relevant to the collections. • Contribute to the research output of the department as required. • Provide research and reference support services in a collaborative manner for both internal and external stakeholders. • Contribute findings, statistics, and new acquisitions reports to the Documentary Heritage team monthly reports. • Research and provide prompt and accurate information to public and professional enquiries according to Enquiries guidelines.
Project Work	<ul style="list-style-type: none"> • Lead or contribute to the successful achievement of project objectives as required. • Lead or participate in project initiatives as required. • Participate in exhibition development and implementation as required.

	<ul style="list-style-type: none"> • Direct the work of, supervise, or mentor other project team members as required.
Data Management	<ul style="list-style-type: none"> • Oversee the overall integrity of all records relating to the Museum’s Documentary Heritage collections. • Manage, maintain, and enhance the collection management system (Vernon) in association with the ICT Application Specialist and Senior Collection Managers for Natural Sciences and Human History. • Develop and manage database standards and training, in association with colleagues. • Oversee the creation of new database records and enhancement of existing records. • Work closely with the Museum’s IT staff, contractors and vendors to ensure smooth running of collection management systems.
Planning / Advice	<ul style="list-style-type: none"> • Advise on and help plan the safe and time-critical relocation of large collections onsite and offsite. • Develop specific project plans as required (resourcing, timeframes, costs, methodology, rationale). • Advise on new acquisitions and loan requests (storage, packing, logistics, associated costs) in a timely manner. • Advocate for storage upgrades where needed. • Provide advice to colleagues around storage solutions. • Contribute to the development and improvement of policies, systems, processes, procedures, guidelines, and workflows. • Maintain a working understanding of copyright law as it applies to the collection and of the Museum Cultural Permissions process. • Contribute to the planning of new storage areas including recommendations on storage furniture and other requirements. • Ensure people working with collections demonstrate an understanding and compliance of the Museum’s collection policies, procedures, and processes.

Important Relationships
<p>External:</p> <ul style="list-style-type: none"> • Iwi, whānau, hapu • Communities who have associations with the taonga and objects we care for • Stakeholders wishing to access resources whether in person, via email, or by other means • Museum, Documentary Heritage, and Library colleagues across Tāmaki Makaurau and Aotearoa New Zealand • International research institutions, museums, and libraries • Donors, lenders, borrowers, vendors, and suppliers • Vernon CMS Ltd.
<p>Internal:</p>

- Documentary Heritage colleagues: HOD, Curators, Collection Managers and Collection Technician.
- Director, Collections & Research, Heads of Departments, Senior Collection Managers and Curators from other departments, Principal Conservator, Conservator for Paper and Photographic Materials, Loans Officer.
- People and Organisation
- Colleagues in Finance, Facilities, Security, Exhibitions, Display, Marketing, ICT Application Specialist
- Volunteers and interns

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 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.

Action Oriented (Connected to our mahi)

- Motivates internal teams to deliver a one-team experience, focused on shared goals.

Caring about Direct Reports (Empathy)

- Knows about their people's concerns and questions; asks about their plans, problems, and desires.
- Demonstrates genuine care for their people.
- Continuously looks for ways to notice, compliment and show their appreciation to their people.

Customer Focus (Big Picture)

- Delivers to the expectations and requirements of internal and external stakeholders with the long-term goals of the Museum in mind.

Delegation (Collaboration)

- Delegates routine and important tasks, sharing responsibility and accountability; pushes decisions as close to activities as possible.

Managing Diversity (Inclusive)

- Creates a team environment characterised by safety and workplace inclusion.
- Ensures appropriate cultural protocols are followed and supported when working with diverse communities.
- Conveys an inspiring, compelling, and relevant vision that incorporates the Museum's He Korahi Māori and Teu le Vā strategies and the Board's Diversity and Inclusion Policy.

Motivating Others (Accountable)

- Is visible to the team and present when visible.

Skills & Experience Required for this Role

Success in this role requires the following foundations.

- A degree/qualification in a field relevant to this position's activities or a tertiary library or information sciences qualification or at least 5 years' equivalent working experience in a GLAM institution.
- People management experience (at least 2 years preferred).
- Ability to build a work environment that empowers staff and maximizes contribution and performance.

- Proven ability to manage, train and supervise staff and to engender enthusiasm and commitment.
- Ability to manage multiple and sometimes competing priorities.
- Proven ability to solve problems and achieve results.
- Confident and willing to lead through change.
- Demonstrated experience in managing and developing a high performing team.
- Full clean driver's licence.
- Knowledge of the legislation framework relevant to good collection management practice.
- A good understanding of tikanga Māori
- Extensive knowledge and experience of requirements for the safe handling, packing, conservation, display and storage of museum objects to current museum standards.
- Considerable experience in database management and development, and in the use of computerised systems for managing museum collections (preferably using Vernon CMS).

Personal Attributes Required for this Role

Success in this role requires the following attributes.

- Engaged communicator with demonstrated effective verbal, written, and listening skills.
- Ability to build and maintain positive, co-operative, and collaborative working relationships with colleagues in a team environment.
- Ability to manage resources in an environment of shifting priorities.
- Mature outlook.
- Growth mindset.
- 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
- Demonstrated ability to balance the application of professional standards and procedures with pragmatic realities of individual situations.
- Ability to negotiate priorities and communicate outcomes to team members and stakeholders.

He Oranga Tangata ka ao

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