

Position Description

Title:	Development Administrator	Reports To:	Head of Development
Directorate:	Office of the CE (Development)	Direct Reports:	nil
Status:	Permanent 0.6 FTE	Date:	September 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 Development Administrator supports the Development function for Tāmaki Paenga Hira Auckland War Memorial Museum as guided by the Head of Development. The Head of Development is responsible for planning and implementing fundraising strategies and overall management of fundraising portfolios to deliver the Development Strategy. The Development Administrator plays a key role in enhancing the team’s effectiveness by providing exceptional administrative support, contributing to both strategic and operational objectives. Additionally, the Development Administrator should have some understanding of fundraising, with a particular emphasis on managing relationships with internal and external stakeholders.

The responsibilities of the Development Administrator are to provide administrative assistance.

- Prospective research, activity tracking, assisting planning for fundraising via trusts, foundations, individual giving, and corporates.
- Assist with preparing proposals and reports to ensure Museum projects are supported and financial targets are achieved.
- Assist with inputting data, according to best practice Customer Relationship Management (CRM) using Tessitura the Museum’s CRM solution and Strategic Grants GEMS portal for management of Trust and Grants activities.
- Administration support to the Head of Development and Development Manager including planning and scheduling meetings.
- Supporting Development team administration, cultivation activities and event planning
- Assist with preparation of fundraising and financial reports for Development Committee

The Museum Development Team is responsible for the delivery of income achieved via a blend of diversified fundraising activities. While all roles within the team have their distinct responsibilities, there is a culture of shared ownership of the funder/donor experience and interdepartmental support, peer review and commitment to consistent, premium funder/donor service.

Tāmaki Paenga Hira Auckland War Memorial Museum has confirmed ownership of the Development Strategy and that it will be the sole face of fundraising for the organisation. As a function, fundraising has always been a critical component for the Museum to enable capital investment, and support for exhibition, gallery renewal and research programmes. The Development Strategy provides for growth in capability and capacity in fundraising and is a critical component for the Museum to realise the goals of its long-term strategy.

The Development Administrator forms an important function for the Development Team to enable it to reach ambitious fundraising and income goals through trusts, foundations, individual giving, and corporates.

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 Administration and Support	<ul style="list-style-type: none"> • Support the Head of Development, the Development Manager and Development Team by providing a high level of administrative support. • Manage and arrange meetings including room bookings, venues, room set up, AV, attendees and agendas as required. • Minute taking and distribution as required. • Assist with preparing and following up invoices and payments. • Manage donor receipting • Assist with preparation of fundraising reports for Development Committee • Collate reports, presentations, including proof reading, formatting, graphs and feedback as required. • Organise and work independently on assigned projects and complete duties within specified deadlines and to a high standard. • Maintain active, productive and harmonious relationships with all stakeholders. • Accurate and timely emails, correspondence and data entry into the CRM (Tessitura) • All other reasonable duties as assigned by Development Manager and Head of Development from time to time as the role develops in accordance with business needs • Complete all responsibilities in a professional manner

<p>Stakeholder Relations</p>	<ul style="list-style-type: none"> • Some prospective research and tracking to identify aligned trusts, foundations, individual giving and corporates relevant to Museum projects seeking support • Develop supportive and trusted relationships with all internal stakeholders, including Auckland Museum Institute Council (AMI) Members, Museum Staff and Volunteers • Support Development Manager and Head of Development with high level relationship building with trusts, foundations, individual giving and corporates • Support cultivation events, preparing event plans, working with AV, F&B • If required assist with Membership programme
<p>Reporting, activity tracking and CRM management</p>	<ul style="list-style-type: none"> • Assist with financial activity spreadsheet and updates to Development Manager and Head of Development as required. • Assist with tracking all audit and legal requirements/liabilities relating to funds received from trusts, foundations, individual giving and corporates, ensuring appropriate acknowledgement. • Prepare and email all donor receipts • Using CRM database, assist with tracking and documenting correspondence and contact for current and prospective trusts, foundations, individual giving and corporates. • Assist with keeping all Tessitura (CRM) records updated, in real time • Assist with any technical needs and/or reporting variances with Tessitura (CRM). • All other reasonable duties as assigned by Development Manager and Head of Development.

<h3 style="color: #4F81BD;">Important Relationships</h3>	
<p>External:</p> <ul style="list-style-type: none"> • Trusts, Foundations, Individual Giving and Corporates • Donor relationships (across all portfolios) • Tessitura Network • Fundraising Industry • Event suppliers 	
<p>Internal:</p> <ul style="list-style-type: none"> • Head of Development • Development Manager • Development team • ICT (Tessitura) and Digital team • Heads of Departments • Marketing and Public Relations team 	

- All 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 with 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.

Business Acumen (Accountable)

- Demonstrates an owner's mindset towards the Museum's resources.
- Follows the Museum's processes and procedures, ensuring they don't put themselves, their colleagues or the organisation at risk.

Customer Focus (Big Picture)

- Knows the Museum's strategy is focused on delivering value to its stakeholders, visitors and communities.
- Works to make things easier for those they work with now, and for those who may come after them.
- Demonstrates the value of their role as kaitiaki alongside the communities and stakeholders represented in the Museum's collections.

Interpersonal Savvy (Collaboration)

- Works cooperatively to gain the support of peers and supports them in return.
- Understands that the principle of kaitiakitanga includes working closely with source communities whose taonga we have in our care.

Perseverance (Resilience & Optimism)

- Doesn't give up when faced with challenges; remains realistic and hopeful, even when things seem to be going wrong.
- Takes care of themselves by paying attention to their needs and feelings; keeps mind and body primed to deal with situations that require resilience.

Skills & Experience Required for this Role

Success in this role requires the following foundations.

- A minimum of five years of high-level administrative support experience ideally in a fundraising environment
- Exposure to a broad range of fundraising disciplines will be highly advantageous
- Demonstrated success in relationship management, particularly in dealing with high level donors, trusts, foundations and corporates
- Some fundraising or relationship management database (CRM) experience with systems such as Tessitura or Raisers Edge
- Advanced level Microsoft Office skills in Powerpoint, Word, Excel and Outlook
- Experience assisting with accurate and detailed reports
- Excellent written and verbal communications skills, with proven effective relationship building abilities
- Proven effective organisational skills, with the ability to successfully plan and prioritise workloads of self and others

Personal Attributes Required for this Role

Success in this role requires the following attributes.

- Proven attention to detail
- Positive, approachable and helpful manner
- Ability to work with initiative
- Ability to work as part of a team and to support colleagues
- Essential ability to use discretion when required and maintain confidentiality
- Ability to work in a changing and flexible organisation
- Willingness to work occasional evenings and weekends as required
- Enthusiasm for dynamic museums and for working in a cross functional team environment

He Oranga Tangata ka ao

Enriching lives. Inspiring discoveries