

Position Description

Title:	Public Programmes Manager	Reports To:	Head of Learning & Public Programmes
Directorate:	Public Experience	Direct Reports:	Project Managers – Learning & Public Programmes, Associate Projects Manager, Public Programme Content Specialist, and fixed term and casual Public Programme role.
Status:	Permanent 1.0 FTE	Date:	August 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 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

The purpose of the Public Programme Manager role is to deliver the planning and development of Tāmaki Paenga Hira's public experience programme in alignment with the Museum's strategic plans.

This role requires proven capability in people leadership and management; event or project planning; programming public experiences in a GLAM sector or similar; proven community engagements, commercial acumen and budget management within the GLAM sector and is responsible for:

- Managing the development and delivery of inspirational best practice GLAM sector public programming.
- Providing GLAM programming experience and GLAM visitor knowledge to ensure the delivery of excellence in our public programmes and community collaborations.
- Develop and deliver a diverse public programme that continues to strengthen connection to our communities, repeat visitation and attracts new audiences reflecting our community onsite, online and beyond our walls.

- Ensuring the Māori Dimension (He Korahi Māori) and Pacific Dimension (Teu le Vā) are embedded into our programmes.
- Providing exemplary leadership and people management of direct reports including recruitment, performance and personal development and succession planning. Demonstrating exemplary leadership to the wider Learning and Public Programming team.
- Providing experienced management of a sustainable and cost efficient public programme model. Identifying and developing opportunities of income generation.

The position is responsible for providing programming expertise that delivers a leading experience that is reflective of and for our visitors. They are responsible for the delivery of an integrated public programme that strengthens connections and is alive in Auckland communities. The Public Programme Manager is an advocate for the museum locally, regionally and nationally.

The Learning and Public Programme team sits within the Public Experience Directorate at Auckland War Memorial Museum. Reporting to the Head of Learning and Public Programmes, this role manages a team of Content Specialists and Project Manager delivering onsite, offsite and online programming.

The Learning and Public Programme team have an explicit focus 'beyond the walls' to provide high quality, engaging museum experiences in a wide range of places, including community locations, festivals and events.

As a key member of the Learning and Public Programme team, the Public Programme Manager upholds the integrity and expertise of the public programme. They work closely with the Head of Learning and Public Programmes and alongside the Learning Manager, Exhibitions team, Marketing team and Digital team. They drive the team's contribution to organisation-wide initiatives and leads the team to their full potential. Leading a collaborative manner with both internal and external stakeholders.

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:
Programme Strategy	<ul style="list-style-type: none"> • With the Head of Learning and Public Programmes, lead the development and growth of a leading public programme, meeting visitation and income targets and strategic goals. • Have a strong understanding of audience engagement within the GLAM sector, using an advanced understanding of audience engagement and application to ensure excellence, impact and reach of our public programming • Embed He Korahi Māori into our public programmes integrating mātauranga Māori, Te reo Māori and the Māori voice in public

	<p>programmes; building bicultural capability among those working on these programmes; and working with communities and iwi to co-develop programmes and services.</p> <ul style="list-style-type: none"> • Ensure Teu le Vā is embedded into our programming including collaborating with Pacific communities, reflecting the diversity of Pacific people, shining a light on 'living culture' and ensuring that Pacific languages, voices and experiences are alive in the Public Programme. • Drive the collaborative development of high-quality and innovative digital applications into public programmes. • Provide a strong understanding of the GLAM audience and success measures of public engagements. Delivering on audience engagement priorities in meaningful and valuable ways, fostering participation, collaboration and contributions from Auckland's diverse communities. • Continue to grow and drive our public programme, ensuring our programming remains relevant and reflective of the Museum and our audiences. Consistently delivering high quality engagements and exploring opportunities to stretch our thinking and delivery of engagement.
People Leadership	<ul style="list-style-type: none"> • Provide positive leadership and management to direct reports and the wider team including recruitment, learning and engagement, performance and personal development and succession planning. • Coach and mentor team members as appropriate. Identifying and responding promptly to any performance issues and learning development needs in a timely manner. • Provide leadership and support to team members ensuring management of resources and support are provided. • A role model of our Museum He Waka Eke Noa values.
Operational Management & Planning	<ul style="list-style-type: none"> • Map and maintain a rolling two-year public programme alongside the Head of Learning and Public Programmes. Working closely with the public programme team to ensure the right resources, location, cost and audience participation is realised. • Drive reflective practice leading to continuous and sustainable improvement in public programmes and processes. • Lead the implementation, improvement and evolution of policies, processes and tools to ensure successful delivery of our programmes. • Increase the efficiencies and smooth implementation of initiatives across departments to overcome
Financial Management and Reporting	<ul style="list-style-type: none"> • Prepare annual budgets and visitation forecasts for review and approval by the Head of Learning & Public Programmes. • Manage and be accountable for public programme budgets both financial and visitation.

	<ul style="list-style-type: none"> • Provide sound commercial and community acumen to programming decisions, balancing data analysis with sound judgement and common sense. • Provide monthly and annual reports to the Head of Learning and Public Programmes, providing performance and financial data for internal and external reports and additional reports as may be required from time to time. Providing supporting Business Case requirements and analysis as required. • Identify funding and sponsorship opportunities for programmes and assist in the preparation of grant applications and sponsorship approaches in collaboration with the Development team.
Networking & Relationship Management	<ul style="list-style-type: none"> • Provide public programme expertise for the Exhibitions and Gallery teams for the integration of effective public engagement opportunities as required. Providing audience engagement expertise in other areas of the Museum as required. • Build positive new relationships with internal departments, community groups, partners, GLAM-sector peers and city- wide organisations and stakeholders to develop collaborative programming.
Other Duties	<ul style="list-style-type: none"> • Other duties consistent with the position may be required from time to time, but these will be within the capacity and experience normally expected from the person occupying a position at this classification level.

Important Relationships	
External:	
<ul style="list-style-type: none"> • Co-development partners • Funding and sponsorship partners • Government agencies, public sectors and advisory groups • Peers and colleagues in GLAM sector • Auckland cultural institutes 	
Internal:	
<ul style="list-style-type: none"> • Head of Learning and Engagement • Learning Manager • Head of Exhibitions and other Heads of Departments as appropriate • Development Team • Māori and Pacific Development 	

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.

Composure (Self-awareness)

- Keeps calm and composed under pressure and holds the team together during tough times.

Integrity & Trust (Authentic)

- Can be trusted to present the truth to direct reports in an appropriate and helpful way.

- Sets an example for open, honest and direct dialogue, even if that requires challenging conversation, to ensure that the mana of their colleagues and the Museum's mana are upheld.

Managing Diversity (Manaaki)

- Ensures that the needs of the Museum's diverse audiences are at the heart of team decisions.

Managing Vision & Purpose (Our Unique Identity)

- Champions and enables team members to connect with the Museum's vision and goals and helps them to understand the impact they have on others.

Managing Vision & Purpose (Big Picture)

- Identifies and develops future talent to ensure there is a pool of successors to carry on the Museum's vision.

Skills & Experience Required for this Role

Success in this role requires the following foundations.

- Quality degree in the GLAM sector or related industries.
- A minimum of five years senior management experience in the creative or GLAM sector, preferably with Museum experience.
- Strong knowledge of MS suite of services and software applications.
- Proven forecasting and budget management experience (3 years minimum)
- Proven experience in reporting to senior stakeholders and communicate across functions
- Working knowledge and broad familiarity with current trends and events in popular culture, museums and learning and digital technologies.
- Excellent pronunciation of Te Reo Māori.
- An understanding of legislative requirements pertinent to the Museum, including the AWMM Act 1996.

Personal Attributes Required for this Role

Success in this role requires the following attributes.

- Community orientated
- Team builder
- Public experiences that connect the Museum's and its taonga to our communities and visitors.
- Thrive and think clearly on complex environments, delivering to a range of strategic placed outcomes.
- Desire to work in a fast-paced and lively organisation – which also prioritises having fun!
- Must be able to work flexible hours, including evenings, holidays and/or weekends.
- Holds a passion for dynamic museums and for working in a cross functional team environment.

- Creativity and curiosity
- Integrity
- Excellent oral and written communication skills
- Calm, inspires confidence in others
- Can focus on detail
- Ability to influence

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