

Position Description

Title:	Writer/Editor	Reports To:	Manager Interpretation and Development
Directorate:	Audience Engagement	Direct Reports:	Nil
Status:	Permanent 1.0 FTE	Date:	July 2025

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 Exhibitions team sits within the Audience Engagement directorate and is responsible for implementing and aligning exhibition projects with Auckland War Memorial Museum's strategic direction and values.

As a vital member of the exhibitions team, the Writer/Editor provides specialist knowledge in writing and editing text and constructing narratives as part of the delivery of content and interpretation for exhibitions and other visitor experiences across the programme. The Writer/Editor is critical to the successful workflow within the exhibitions team to ensure text is of a consistently high quality and engages audiences with appropriate style and tone. The Writer/Editor will work closely with the Te Reo Māori Writer/Editor in all aspects of their role to produce bi-lingual content.

As a Writer, you will be responsible for developing and creating text for exhibitions and galleries to the highest standards of storytelling, with audience-appropriate tone and style, ensuring that the established bi-lingual approach is maintained.

As an Editor, you will be responsible for high-quality editorial management and support for exhibitions and galleries. You will work alongside the Te Reo Māori Writer/Editor Tūrangā mahi: Kaituhi/Ētita Reo Māori to maintain a lively and engaging style across Museum text and ensure editorial standards are upheld.

A collaborative approach and superior interpersonal and communication skills are essential in dealing with diverse groups, including the general public, relevant communities, museum project teams and across all tiers of the Museum.

Accountabilities

Key Tasks:	Key Activities:
Content and Interpretation	<ul style="list-style-type: none"> • Write exhibition text across all exhibition and gallery platforms, including printed labels, and digital and AV experiences. • Provide input into decisions about the direction of storytelling and text hierarchies as it relates to the use of text in exhibitions. • Work closely with the Te Reo Māori Writer/Editor to support the bilingual strategy. • Deliver content that aligns with the museum's strategic direction and values. • Edit all exhibition text produced for all Museum platforms. • Identify and utilise opportunities for the use of languages other than English and te reo Māori from throughout the Pacific and the world where appropriate. • Manage external contract writers and editors as required. • Provide editorial support to external and internal content providers. • In collaboration with the core team, assist with research for temporary exhibitions as required. • In collaboration with the core team, explore infrastructure and design solutions that will support accessible and innovative bilingual content. • In collaboration with the core team, produce written content for the website which documents and shares the making of exhibitions and galleries.
Audiences	<ul style="list-style-type: none"> • Maintain a clear and identifiable style for the Museum that engages and involves our audiences and that allows individual voices to be heard. • Develop text that is appropriate for various Museum platforms, audiences and experiences. • Maintain an understanding of the audiences' needs through appropriate research channels.
Organisational	<ul style="list-style-type: none"> • Work with Exhibitions and wider project teams to develop appropriate text strategies such as language approaches and style guides. • Champion written text policies: language policy, text hierarchies, exhibitions style guide. • Provide writing and editing services to other areas of the Museum when required, including for the website.

	<ul style="list-style-type: none"> • Collaborate in the development of processes and manuals used for exhibitions and galleries. • Editing documents, where capacity allows, as and when required across the Museum. • Champion and contribute to the development of processes in relation to text, including digital labelling and content management systems, used by teams across the Museum. • Lead quality assurance for all Museum text in public areas relating to exhibitions, including translations in te reo Māori, English, and other languages, working with editing and translation services as required.
People	<ul style="list-style-type: none"> • Develop effective working relationships with colleagues who contribute to text development and ensure their participation in project teams. • Work effectively with a broad range of people, including external writers, editors, proof-readers, contractors or stakeholder communities, who may not be familiar with working in a museum environment.
Cultural awareness	<ul style="list-style-type: none"> • Demonstrates awareness of and engagement with a wide range of cultures and associated protocols and traditions within Auckland, with particular reference to Kaupapa Māori ethics, He Korahi Māori, and Teu le Vā.

Important Relationships

External:

- External contractors such as writers, editors, translators, 2D designers, digital providers, filmmakers, subject experts and other creative practitioners.
- Co-development partners such as iwi, community groups
- Partner institutions such as other museums and Creative NZ

Internal:

- Head of Exhibitions
- Manager Interpretive Planning and Development
- Interpretive Planners
- Exhibition Project Managers
- Design Studio personnel
- Production and Display Services personnel
- Curatorial personnel
- Collections personnel
- Learning and Engagement personnel
- Marketing and Communications personnel
- Digital Experience and ICT personnel
- 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

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.

Creativity (Curiosity)

- Engages deeply in their work, generates new ideas and shares those ideas with others.
- Broadens their networks to those who think differently but have the same goal.

Customer Focus (Manaaki)

- Relates well to all kinds of people and approaches tense situations by keeping the visitor experience in mind.

Customer Focus (Connected to our mahi)

- Connects with people by providing manaakitanga and excellent service.
- Understands the Museum's history, its vision for the future and how their work contributes to achieving it.
- Understands the Museum's obligations to tangata whenua and works in the spirit of partnership and goodwill envisaged by Te Tiriti o Waitangi.

Patience (Inclusive)

- Deals direct when problems arise and doesn't share information with people who are irrelevant to the issue.

- Respects that people are free to be themselves and express their identities.
- Understands that He Korahi Māori is at the heart of the Museum's business and embraces learning tikanga Māori and correct pronunciation of Te Reo Māori.

Peer Relationships (Collaboration)

- Encourages and acknowledges the ideas and suggestions of others.
- Puts the goals of the team ahead of individual interests.
- Honours the faith others place in them by delivering on promises; believes in the reliability, integrity and honesty of others.
- Is committed to participating in meaningful, collaborative engagement with source communities that empowers them to achieve their aspirations.
- Trusts others to make decisions and knows when they don't need to be involved.

Self-Development (Resilience & Optimism)

- Steps out of the comfort zone and gives new things a try.
- Acknowledges and acts on blind spots pointed out to them by others; doesn't take work-related situations personally.

Self-Knowledge (Inclusive)

- Recognises the uniqueness of Pacific cultures and stories, the Museum's Teu Le Vā framework and adopts an advocacy role, on behalf of Pacific people, to lower barriers to engagement with the Museum.
- Is aware of their own biases and actively works to minimise their impact on decisions and interactions with others.
- Is open to new ideas, new ways of doing things and the unfamiliar.
- Respectfully enquires of others first; seeks to understand others before seeking to be understood.

Skills & Experience Required for this Role

Success in this role requires the following foundations.

- A tertiary qualification in humanities, material culture, science, communication or relevant field of study.
- Proven experience in developing and delivering text for complex projects.
- Strongly developed skills in writing engaging, clear, accurate text to strict word limits in a range of media, and for diverse audiences.
- Experience with writing and editing text for museum exhibitions is advantageous.
- Editorial experience, dealing with a wide range of material from initial concept to final production.
- Strong editing and copyediting skills.
- Understands and consistently applies accessible language (the equivalent of 'plain English') and the principles of web writing, including for mobile devices.
- Experience in working to set briefs from subject experts, as well as independently.
- Experience in including te Tiriti o Waitangi principles into practice in a bicultural organisation.

- Is a team player, used to working alongside subject experts and other collaborators in a creative environment.
- Strong organisational skills.
- Strong critical thinking and problem-solving skills.
- Superior verbal and written communication skills.

Personal Attributes Required for this Role

Success in this role requires the following attributes.

- Shape and Drive change
- Relationship-building

He Oranga Tangata ka ao
Enriching lives. Inspiring discoveries