

Position Description

Title:	Head of Education	Reports To:	Director, Audience Engagement
Directorate:	Audience Engagement	Direct Reports:	Lead Māori Medium Learning, Learning Specialists (6), Resource & Collections Technician, Casual Kaiakos
Status:	Permanent 1.0 FTE	Date:	November 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 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 Head of Education provides strategic leadership for the Museum's Learning team, ensuring that education is central to the Museum's audience engagement. This role involves strengthening partnerships with schools, kura (Māori language schools), and tertiary institutions, as well as leading the development of high-quality, curriculum-aligned programmes that adhere to best practices in pedagogy and kaupapa Māori (Māori principles).

The Head of Education ensures the team can deliver excellent outcomes today while also positioning it to expand its reach and impact in the future. Education is a statutory priority for the Museum and is essential for long-term audience growth and relevance. For many visitors, schools provide their first introduction to the Museum, fostering lifelong relationships with our institution. Strengthening this pipeline and upholding manaakitanga for this audience is crucial.

The Head of Education will ensure the effective and strategic management of budgets and resources. They will collaborate with the senior management team to support the organisation's goals. Additionally, they will lead the team's involvement in organisation-wide initiatives and foster a collaborative and creative working environment with other internal teams.

The Head of Education will ensure that the Museum capitalises on opportunities to enhance its presence, relevance, and impact within the education sector. This position requires deep expertise in curriculum, pedagogy, and teaching practice, including digital learning, across both

mainstream and immersion schooling in Aotearoa (New Zealand). Key responsibilities of this senior leadership position will include:

- Building strategic partnerships with schools, kura, education providers, and other education providers in the GLAM sector.
- Implementing targeted and relevant educational programming to effectively reverse the current decline in visitors.
- Ensuring that learning experiences embody best practices and support national curriculum outcomes as well as kaupapa Māori priorities.

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:
Strategy, Finance & Planning	• Lead the Learning team to deliver impactful education programmes aligned with the NZ Curriculum and the Museum's audience strategy and statutory obligations. • Provide vision and direction for a vital Museum education offer. • Be a key contributor to the development and implementation of Museum-wide strategic planning through active participation in identified working groups. • Manage the input of teams to ensure specified outcomes in the Museum's Master Plan and Annual Plans are successfully realised. • Prepare and manage annual budgets; develop with the Director Audience Engagement and Finance team; report as required. • Financial performance against budget is monitored monthly, and corrective action taken to remain within delegations. • Continually review work practices, productivity and cost control to optimise efficiency. • Ensure value for money in administration (e.g. travel, printing, stationary, consumables) and other services and processes. • Proactively manage and resolve potential risks or issues in a timely manner.
Partnership Development	• Build and maintain strategic relationships with schools, kura, tertiary institutions and education providers. • Build and maintain strategic networks across the GLAM sector. • Strengthen the Museum's presence and relevance in the Education sector.
Programme Oversight	• Oversee planning, development and delivery of education programmes that support national curriculum outcomes and Māori priorities. • Ensure integration of digital learning and innovative pedagogical approaches. • Ensure efficient day-to-day operations, process improvements, and resource allocation.

Audience Growth	• Develop targeted educational programming to support strong visitation and learning outcomes for ākonga
Risk and Compliance	• Ensure adherence to education standards, bicultural obligations and legal requirements. • Act as the Museum's designated Child Safety Officer (CSO), in the absence of the Head of Safety and Visitor Services, upholding relevant responsibilities as specified in the Museum's Child Protection policy and procedure to ensure the Museum meets its obligations under section 16 of the Vulnerable Children's Act. Support the CSO in child safety incidents as required.
People Leadership	• Lead, manage and motivate the team in accordance with the Museum's He Waka Eke Noa values and principles. • Ensure team members are motivated and delivering to the best of their abilities. • Coach and mentor team members as appropriate, identify and respond promptly to any training and development needs. • Regularly review people performance, capability, and succession plans to balance the ongoing development of staff with the current and future requirements of the Museum. • Manage performance issues with integrity, and review performance and salaries within timeframes. • Determine resourcing requirements when needed, recruit new staff for direct report positions (permanent and fixed term) in accordance with company recruitment policies and procedures and oversee recruitment activities undertaken by direct reports as required. • Model and promote collaborative behaviour and a team culture of continuous improvement, open communication, and community.

Important Relationships

External:

- Early childhood centres, kohanga reo schools, kura, tertiary institutions, education providers
- GLAM sector colleagues in Tamaki Makaurau and the rest of Aotearoa.
- Ministry of Education
- Other curriculum and pedagogy experts

Internal:

- Director, Audience Engagement;
- Learning team;
- Public Programmes team;
- Curatorial teams;
- Marketing team
- Audience Insights and Research
- Exhibition Delivery team
- Head of Finance
- Bookings team
- Head of Visitor Services
- Visitor Hosts

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 Kōrahi 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, practising 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.

Building effective teams (Collaboration)

- Demonstrates a "one-museum" approach by holding people to account for collaboration between teams and departments.

Customer Focus (Manaaki)

- Remains audience-centred and encourages a customer service ethos across the organisation

Motivating Others (Accountable)

- Is visible to the team and present when visible

Motivating Others (Our Unique Identity)

- Creates a climate in which people do their best work, invites input, shares ownership and demonstrates transparency.

Dealing with Ambiguity (Resilience & Optimism)

- Is comfortable handling risk and uncertainty; can act without the full picture and doesn't get uncomfortable when things are up in the air.

Interpersonal Savvy (Connected to each other)

- Demonstrates cultural empathy; understands multiple cultural frameworks, values and norms.

Managerial Courage (Authentic)

- Reinforces the Museum's Mindsets and Behaviours through immediate praise and corrective action.
- Holds their people accountable for performance and for promises made to others.

Skills & Experience Required for this Role

Success in this role requires the following foundations.

- Proven experience in educational leadership, preferably within museums, cultural institutions, or the education sector. Demonstrates deep expertise in curriculum, pedagogy, and teaching practice across mainstream and immersion schooling. Leads with vision and clarity to elevate education within the Museum's strategic priorities.
- Strong understanding of the New Zealand Curriculum, Te Whāriki, and Te Marautanga o Aotearoa.
- Understanding of the application of the principles of Te Tiriti o Waitangi in an education context
- Demonstrated success in developing strategic partnerships and leading high-performing teams.
- Commercial acumen - understands financial drivers and ensures education initiatives are cost-effective and aligned with organisational priorities.
- Expertise in digital learning design, delivery and innovation. Integrates digital tools and platforms to enhance learning experiences and reach diverse audiences.
- Kaupapa Maori capability - knowledge of kaupapa Māori and te reo Māori education contexts. Champions kaupapa Māori and equitable access for Māori medium learners.
- Supports the development of culturally responsive education programmes.
- Relevant tertiary qualification
- Experience working cross-functionally and influencing at senior levels

Personal Attributes Required for this Role

Success in this role requires the following attributes.

- Strategic thinker with a growth mindset.
- Inclusive and collaborative leadership style.
- Strong communicator and relationship builder.
- Commitment to bicultural practice and Treaty obligations.
- Resilient, optimistic, and accountable.

He Oranga Tangata ka ao
Enriching lives. Inspiring discoveries