

Position Description

Title:	Research Assistant	Reports To:	Manager, Audience & Impact Research
Directorate:	Public Experience – Audience & Impact Research	Direct Reports:	Nil
Status:	Casual	Date:	October 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 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

This public-facing role supports the delivery of the Museum’s audience research programme, by assisting the Audience and Impact Research team in undertaking research and evaluation as the need arises.

As a vital member of the Audience and Impact Research team, the Research Assistant’s primary role is to conduct interviews with a wide variety of visitors about their on-site experiences.

The Audience and Impact Research team undertakes research for many departments including Exhibitions, Learning and Public Programmes, Digital and Marketing to help remove barriers to engagement and assist in the delivery of great visitor experiences.

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:
Undertake audience research fieldwork	<ul style="list-style-type: none"> Undertake audience research fieldwork such as visitor interviews, observations and tracking, primarily onsite at the Museum.
Other administrative tasks as required	<ul style="list-style-type: none"> Undertake other tasks as needed e.g. data entry, note taking.

Important Relationships
<p>External:</p> <ul style="list-style-type: none"> Members of the public, Museum and exhibition visitors.
<p>Internal:</p> <ul style="list-style-type: none"> Audience and Impact Research team members.

Our Expectations of our People
<p>Ensure a healthy and safe work environment</p> <ul style="list-style-type: none"> 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. <p>Cultural awareness</p> <ul style="list-style-type: none"> 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 when 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.

Skills & Experience Required for this Role

Success in this role requires the following foundations.

- Experience and confidence in approaching and speaking with members of the public.
- Highly developed and effective oral and written communication.
- Strong attention to detail.
- Experience and confidence using mobile technology.
- Experience working independently with minimal supervision.

Other desirable skills and experience.

- Experience undertaking market / social research interviews.
- Experience using digital survey software.
- An interest in museums / cultural heritage and / or social research.
- Knowledge of te reo Māori, Samoan, Mandarin or other languages.

Personal Attributes Required for this Role

Success in this role requires the following attributes.

- Ability to engage with a wide variety of people.
- Ability to work several days per month, ideally including weekend work.

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Enriching lives. Inspiring discoveries