

## POSITION TITLE

**Senior History Communicator**

## LOCATION

**Wellington Museum, and across other Museums Wellington Sites**

## POSITION STATUS

**Full-time Permanent**

## POSITION OBJECTIVE

The purpose of this position is to lead the communication of Wellington's public history and cultural development, through content development, conceptual and interpretive services and advice for the enhancement of the visitor experience in all media types across Museums Wellington.

## CONTEXT

**Museums Wellington** (managing Wellington Museum, Space Place, Cable Car Museum and Nairn St Cottage) is part of the Wellington Museums Trust (trading as Experience Wellington), a registered charity established by Wellington City Council as a Council Controlled Organisation (CCO) to manage and develop its cultural and arts visitor experiences.

Our purpose is: **Working with and for Wellington to create remarkable art, culture and science experiences that generate vitality: enriching the city we love.**

Our vision is: **Engaged, curious communities**

The **Senior History Communicator** will contribute to the achievement of this vision by acting as an informed resource for the Museums Wellington Content, Learning, Programmes and Marketing Teams and advising on interpretive strategies at Museums Wellington sites when appropriate.

## KEY RESPONSIBILITIES

- To provide and assist to engender an informed, creative and inclusive approach to public history across Museums Wellington
- To assist in positioning Museums Wellington as 'the go to' place for informed opinion on Wellington's public history and cultural development to schools, visitors, general and media enquiries
- To research, develop and communicate written, verbal, audio-visual and digital material needed for exhibitions, public learning, and marketing programmes
- To ensure high standards of currency, credibility, innovation and visitor engagement are maintained  
To have or develop digital skills to be able to maximise the opportunities presented by the stories we share

## WORKING RELATIONSHIPS

**Internal:** The **Senior History Communicator** will:

- Be accountable to the Team Leader Content and / or the Deputy Director
- Work as an active and contributing member of the Museums Wellington team.
- Work in a collegial manner with all other Experience Wellington staff.

**External:** The **Senior History Communicator** will:

- Develop and maintain positive relationships with individuals, groups and organisations relevant to the work of the Senior History Communicator including:
  - colleagues in equivalent positions in other cultural institutions
  - academic, professional, and historical-based institutions
  - amateur and volunteer organisations
  - iwi, Pacifica and other Wellington Region community and interest groups
  - diverse individuals including researchers, writers, performers and artists

## DELEGATIONS

Level C up to \$500 where budgeted.

## KEY RESULT AREAS

KEY TASKS AND ACCOUNTABILITIES (What needs to be achieved)	PERFORMANCE MEASURES (How it will be measured)
<b>1. Credibility / Leadership</b>	
<ul style="list-style-type: none"> <li>• Provide conceptual, interpretive and communicative services to position Museums Wellington as an authoritative voice in public history and cultural subjects providing superlative visitor experiences.</li> <li>• Knowledge is kept current</li> </ul>	<ul style="list-style-type: none"> <li>• Museums Wellington is recognized as a centre for the dissemination of public history to a wide public</li> <li>• Museums Wellington (and other Experience Wellington institutions) are recognised by public and peers as exemplars</li> <li>• Read relevant articles/books and attend workshops/conferences/seminars and keep abreast of new technologies</li> <li>• Incorporate learning goals into APA</li> </ul>
<b>2. Communications</b>	
<ul style="list-style-type: none"> <li>• Develop interpretive materials for exhibitions, events, digital platforms</li> <li>• Provide informed advice and participate where necessary in Learning and Public programmes</li> <li>• Work with Learning, Public Programmes, Marketing and Visitor Services to enhance the visitor experience and maximise publicity opportunities</li> <li>• Respond to media and public enquires</li> <li>• Be aware of forthcoming Wellington historical and cultural events and developments and alert Marketing, Learning and Programmes so as to maximise publicity leverage</li> <li>• Seek relationships that maximise Museums Wellington's position as a 'go to' place for commentary on Wellington's public history</li> <li>• Representing Museums Wellington at external forums</li> </ul>	<ul style="list-style-type: none"> <li>• Visitor feedback is positive, visitor numbers increase</li> <li>• Museums Wellington's exhibitions and programmes gain media attention</li> <li>• Wellington and regional residents increase recognition of Museums Wellington sites</li> <li>• Innovative, credible and engaging interpretive content is developed increasing communication of mission and quality of visitor experience</li> <li>• Information to all parties is communicated in a relevant, timely and engaging manner</li> <li>• Professional and positive image</li> </ul>
<b>3. Resource Management</b>	
<ul style="list-style-type: none"> <li>• Financial and non-financial resources (staff and assets) are utilized to achieve the best results for the business unit and Experience Wellington as a whole.</li> </ul>	<ul style="list-style-type: none"> <li>• Savings are achieved without compromising effectiveness or quality.</li> <li>• Quality is maintained or improved as evidenced through formal feedback (customers, staff, and colleagues).</li> <li>• Innovation and creativity is encouraged and incorporated into output delivery.</li> <li>• Full compliance with policies and procedures is achieved.</li> </ul>
<b>4. Staff Relationships</b>	
<ul style="list-style-type: none"> <li>• Provide modelling to staff so that they strive for excellence particularly in respect of the provision of customer-focused service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• Issues are effectively managed.</li> <li>• Staff work effectively as a team and achieve required outcomes.</li> <li>• Feedback from other staff is positive (a part of APA process)</li> </ul>
<b>5. Self-Management and Organization</b>	
<ul style="list-style-type: none"> <li>• Plans and manages own workload and works effectively without supervision</li> <li>• Maintains high-quality documentation and provides accurate material in a timely manner</li> <li>• Participates in relevant training programmes, coaching and teaching others as well as learning from others</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback from Manager positive, desired results achieved</li> <li>• Self and team learning is optimised. Progress recorded in APA</li> </ul>

6. Health and Safety	
<ul style="list-style-type: none"> <li>You actively contribute to the development of a zero harm culture by maintaining personal knowledge of, and following Experience Wellington's health and safety policies, plans and procedures.</li> <li>You ensure that your decision making is aligned with the Trust's health and safety policies, procedures and plans.</li> <li>You model good health and safety behaviours at work.</li> <li>You report concerns about aspects of the work place that may be considered a health and safety risk to you, other workers or visitors.</li> </ul>	<ul style="list-style-type: none"> <li>You are able to respond knowledgeably about Experience Wellington's goal of a zero harm culture and the critical procedures designed to promote health and safety and to prevent harm to workers and visitors e.g. what to do during and after an earthquake and evacuation procedures (measured through the Annual Staff Engagement Survey and Annual Performance Appraisal).</li> <li>Health and safety procedures are followed e.g. hazards are notified, incidents and near-misses are reported.</li> <li>There are no preventable incidents that result in harm or injury to you, other workers or visitors.</li> </ul>
7. Other	
<ul style="list-style-type: none"> <li>Attend Museums Wellington events if required</li> <li>Other duties as allocated by Director and/or Head of Content</li> </ul>	<ul style="list-style-type: none"> <li>Works outside silo and contributes to both mission and positive workplace culture</li> </ul>

## PERSON PROFILE

### ***Skills, experience and qualities required for this role:***

- High standard of oral, written and social skills including public speaking and desirably with some capability in Te Reo.
- Energy, creativity, and resourcefulness.
- Ability to gain and to keep the confidence of stakeholders and colleagues.
- Strategically focused with a commitment to collaboration.
- Active working experience in engaging with the public
- Relevant tertiary qualification(s) or demonstrated relevant experience in:
- Public history esp. with interest/emphasis on Wellington's cultural and social development

### ***Core Competencies – Effective performance in the following core competencies is set out in the Core Competencies Guide attached.***

- Commitment and accountability.
- Applying professional expertise/Creativity & Innovation.
- Customer focus.
- Communicating effectively.
- Working together/ Teamwork.

## SALARY

Curator Band One \$68,680 - \$84,840

**Commitment/ Accountability**

Effective performance includes:

- Takes responsibility for own performance and development. (Prepares, participates, sets high standards, follows through, and is receptive to feedback).
- Takes responsibility for accurate budgeting and to operate within approved budget and delegated authority.
- Approaches change positively.
- Effectively handles conflicting and changing priorities. Is organized and manages time well.
- Displays professionalism, integrity, honesty and commitment to Experience Wellington's vision and goals.

**Applying Expertise/ Professional Expertise**

Effective performance includes:

- Maintains currency and applies knowledge/skills/best practice/new technology/cultural and arts sector trends for the benefit of the position and Experience Wellington.
- Shares expertise with colleagues and coaches/mentors new direct report staff.
- Seeks appropriate professional development to enhance knowledge, skills or experience.
- Uses expertise to add value, to improve team or Experience Wellington performance and learns from mistakes.

**Customer Focus**

Effective performance includes:

- Demonstrates commitment to internal (colleagues) and external customers (visitors and stakeholder) by actively listening and clearly identifying their needs.
- Responds promptly to their needs, goes the extra mile, keeps them informed of progress and follows up.
- Maintains helpful, courteous working relationships, even when the situation makes this difficult.
- Seeks feedback from customers and acts on it (e.g. follow up/refer on, identify and action service improvements).
- Looks for ways of making systems and processes more customer friendly.

**Communicating Effectively**

Effective performance includes:

- Conveys information clearly and concisely in a style and/or method of delivery which best meets the needs of the people receiving the message.
- Uses language and behaves in a way that recognizes cultural uniqueness.
- Creates open channels of communication, keeping people informed about events and decisions that affect them.
- Listens actively and attentively (e.g. asks appropriate questions to obtain, understand and confirm information, checks understanding of what others are saying, and observes to perceive underlying issues and concerns).
- Establishes and builds rapport with people at all levels both inside and outside Experience Wellington Institutions to achieve benefits for Experience Wellington.

**Working Together/ Teamwork**

Effective performance includes:

- Develops cooperative and supportive relationships with colleagues.
- Values, respects and consults team members and acknowledges their contribution.
- Builds enthusiasm throughout projects and encourages others to do the same.
- Participates in problem solving, discussions and communication to resolve differences and conflict.
- Maintains productive networks.
- Is accessible and approachable for colleagues.