

POSITION TITLE

Content Team Leader

LOCATION

Museums Wellington (Based at Wellington Museum)

POSITION STATUS

Full-time permanent

POSITION OBJECTIVE

The purpose of this position is to lead the conceptual, interpretive services and advice for the enhancement of the visitor experience in all media types across all Museums Wellington sites.

CONTEXT

Museums Wellington, comprising of Space Place, the Cable Car Museum, Wellington Museum & Nairn Street 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 **Content Team Leader** will contribute to the achievement of this vision by leading the Museums Wellington Content Team and supporting all other internal Teams.

KEY RESPONSIBILITIES

- To assist in positioning Museums Wellington as ‘the go to’ place for informed opinion on Wellington’s social, science and cultural history.
- To provide an informed, creative and inclusive approach to social, science and cultural history across all Museums Wellington sites.
- To research, develop and communicate written, verbal, audio-visual and digital material needed for exhibitions, programmes, learning, and marketing campaigns.
- To work alongside the Collections Team to help develop the collection and support new acquisitions.
- To lead the work of the Content Team by developing and managing an annual work programme. That will foster strong team relationships and support the Content Team’s professional development.
- To ensure high standards of currency, credibility, innovation and visitor engagement are maintained and delivered.
- To support the work of other Teams and generate new content (especially new digital content) in line with our vision.

WORKING RELATIONSHIPS

Internal: The **Content Team Leader** will:

- Report directly and be accountable to the Deputy Director Engagement.
- Work as an active and contributing member of the Museums Wellington Lead Team.
- Work closely with the Museums Wellington Learning, Programmes, Collections, Exhibitions, Visitor Services, Commercial and Marketing Teams.
- Work in a collegial manner with all Museums Wellington staff and all other Experience Wellington staff.

External: The **Content Team Leader** will:

- Develop and maintain positive relationships with individuals, groups and organisations relevant to the work of Museums Wellington including:
 - Mana Whenua and Iwi groups,
 - Colleagues in equivalent positions in other cultural institutions particularly in the museum and art gallery sector; Academic, professional, and cultural based institutions,
 - Relevant amateur and volunteer organisations,
 - Pasifika communities and other ethnic communities,
 - Special interest groups and diverse communities.

DELEGATIONS

Level C – up to \$500 if budgeted.

KEY RESULT AREAS

<p>KEY TASKS AND ACCOUNTABILITIES (What needs to be achieved)</p>	<p>PERFORMANCE MEASURES (How it will be measured)</p>
<p>1. Leadership and Strategic Planning</p>	
<ul style="list-style-type: none"> • Provide conceptual, interpretive and communicative services to position Museums Wellington as an authoritative voice providing superlative visitor experiences • Provide leadership and direction of the Content Team • Manage an annual work programme • Manage work load of Content Team including completing individual APA (Annual Performance Agreement) • Develop or contribute to any necessary strategic planning documents • Knowledge is kept current • Contribute to the regular Team Leaders meeting 	<ul style="list-style-type: none"> • Museums Wellington is recognized as a centre for the dissemination of social, science and cultural history to a wide public audience • Museums Wellington is recognised by public and peers as exemplars • Relevant articles, books and research are shared to keep Teams’ updated and informed of new technologies and current trends • Participated in workshops/conferences/seminars to increase skills and knowledge • Learning goals are incorporated into APA (Annual Performance Agreement) • Annual work programme is delivered as agreed and targets are achieved • The Content Team are utilising their strengths to contribute towards Museums Wellington’s vision
<p>2. Communication</p>	
<ul style="list-style-type: none"> • Develop interpretive materials for exhibitions, events, digital platforms • Provide informed advice and participate where necessary • Work with all teams to enhance the visitor experience • Respond to media and public enquires as required • Be aware of forthcoming events and developments and alert Marketing, Learning, Programmes so as to maximise publicity leverage • Seek relationships that maximise Museums Wellington’s position as a ‘go to’ place for social, science and cultural history • Develop digital platforms to maximise the opportunities presented by the stories we share • Representing Museums Wellington at external forums 	<ul style="list-style-type: none"> • Visitor feedback is positive, visitor numbers increase • Museums Wellington exhibitions and programmes gain media attention • Wellington and regional residents increase recognition of Museums Wellington • Innovative, credible and engaging interpretive content is developed increasing communication of mission and quality of visitor experience • Information to all parties is communicated in a relevant, timely and engaging manner • Professional and positive image
<p>3. Resource Management</p>	
<ul style="list-style-type: none"> • Financial and non-financial resources (staff and assets) are managed to achieve the best results for the business unit and Experience Wellington as a whole 	<ul style="list-style-type: none"> • Savings are achieved without compromising effectiveness or quality • Quality is maintained or improved as evidenced through formal feedback (customers, staff and colleagues) • Priorities are regularly assessed against concept and core offerings statement and changes made • Innovation and creativity is encouraged and incorporated into output delivery • Full compliance with policies and procedures is achieved
<p>4. Self-Management and Organization</p>	
<ul style="list-style-type: none"> • Plans and manages own workload and works effectively without supervision • Maintains high-quality documentation and provides accurate material in a timely manner • Participates in relevant training programmes, coaching and teaching others as well as learning from others 	<ul style="list-style-type: none"> • Feedback from Manager is positive and desired results from work plan are achieved • Self and team learning is optimised. Progress recorded in APA

5. Other	
<ul style="list-style-type: none"> Attend Museums Wellington events if required Other duties as allocated by Deputy Director Engagement or Director 	<ul style="list-style-type: none"> Works outside silo and contributes to both mission and positive workplace culture
6. Health and Safety	
<ul style="list-style-type: none"> 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 You ensure that your decision making is aligned with the Trust's health and safety policies, procedures and plans You model good health and safety behaviours at work You report concerns about aspects of the work place that may be considered a health and safety risk to you, other workers or visitors 	<ul style="list-style-type: none"> 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) Health and safety procedures are followed e.g. hazards are notified, incidents and near-misses are reported There are no preventable incidents that result in harm or injury to you, other workers or visitors

PERSON PROFILE

Skills, experience and qualities required for this role:

- Experience of working in a Museum environment
- High standard of oral, written and social skills including public speaking
- Some capability in Te Reo Māori
- Knowledge of Tikanga Māori and Mātauranga Māori
- Energy, creativity and resourcefulness
- Ability to gain and to keep the confidence of stakeholders and colleagues
- Strategically focused with a commitment to collaboration
- Relevant tertiary qualification(s) or demonstrated relevant experience in an interest or emphasis on social, science and cultural history of Wellington
- Able to communicate effectively to a range of stakeholders
- Ability to build and sustain relevant networks

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
- Cultural awareness and sensitivity
- Communicating effectively
- Working together/ Teamwork

SALARY

Manager Band 2: \$70,054 - \$86,537

CORE COMPETENCIES GUIDE

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 Museums Wellington 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 Museums 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 Museums 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 Museums 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