Public Programmes Lead

Our purpose

Working together with and for Wellington to create remarkable experiences that generate vitality, strengthening the city we love.

Our vision

Engaged, curious communities.

To learn more about Experience Wellington visit experiencewellington.org.nz

Role details

Group	Children, Young People & Community Engagement	**Direct reports accountability**	Up to 15, Programmes Managers, Specialists and Casuals
Reports to	Te Tuhono Hāpori | Director Children, Young People & Community Engagement	**Financial accountability**	Refer financial delegations policy
Location	Wellington	**Special requirements**	Ability to work flexible hours to support the delivery of evening and weekend programmes and events. Current driver licence. Clear police vetting check for working with children.

Work focus

Purpose and outcome

This role leads the public programmes team and the development, delivery and evaluation of public programmes that engage diverse audiences that brings our experiences to life.

PRINCIPAL FUNDER
Absolutely Positively Wellington City Council
Me Heke Ki Pōneke

Working successfully as a leadership collective

As a member of the wider leadership team, you assist the Executive Leadership Team to manage and monitor your programme of work and connect with others to ensure the smooth delivery of your accountabilities. You understand our strategy and expertly explore ways to operationalise strategy in the daily mahi of the group. As an overarching requirement you keep a sharp eye on ensuring we bring a Māori dimension to our experiences and ensure the wellbeing, health and safety of our people and visitors alike through a zero-harm culture.

Scope and context of what you'll do

The Public Programmes Leader is a dynamic and experienced programmer, has a keen awareness of how to engage a range of audiences in cultural experiences and is an uber-organiser and manager. They line manage the public programme team members and coordinate and produce the all-of-organisation public programmes schedule. You will lead the development of a vibrant public programme of community engagement that draws in diverse audiences to understand, enjoy, and form a deeper appreciation of our experiences – Wellington Museum, City Gallery Wellington, Space Place, Cable Car, Nairn Street Cottage and Capital E activities. Each member of the team brings different skills and lenses, and holds responsibility for different portfolios (Science, Art, History, and Children and Young People). You also provide your team with targeted leadership in museum and children's and young people's programming.

You will be a key connector from ELT to our audiences on the ground, engaging your team in the journey. You play a critical role in bringing together and embedding a clear and connected programme and are adept at seeing public programmes (and learning) connections across a programme of work spanning all experiences. You lead planning discussions with the programming team to ensure programmes are designed and signed off via the programming steering group.

Being audience-centric is at the heart of this role. You are familiar with audience information gathered by Experience Wellington, promote the importance of audience insights, augment this information with your knowledge of audiences and drive best practice through and with your team, and use this research and information plus your networks to develop, embrace and lead new ideas. In addition, you embrace our journey of te ao Māori, looking to bring a Māori dimension to everything we do, including in the programmes we deliver to our audiences.

The role is the key conduit for inward and outward communication from and to the team and the single source of truth and point of contact for all things public programming for the Children, Young People and Community Engagement group and the wider Experience Wellington organisation. You are a key strategic partner with other Groups and their people leaders. You see the opportunities of connecting with potential and planned curatorial programmes, and lead your team to partner successfully to bring innovation and fresh thinking to ways in which programming brings to life exhibitions, events and content for our audiences. You are also a key leader and conduit with the Fundraising, Marketing and Communications Group to ensure the team's ideas are aligned to audience insights and work throughout planning processes to leverage the skills of this team in your work. You establish solid collaborative processes ensuring all internal stakeholders are involved in the design of programmes from the initial thinking through to run sheets for the day of delivery, resulting in a 'no surprises' internal approach and ensuring smooth operational delivery or all audience experiences.

You will be the lead for budgeting and financial processes in the team, ensuring spending follows agreed procedures and budgets and is aligned to strategic priorities. You will keep your ear to the ground, identifying risks and opportunities for funding and strategic partnerships. You bring a strong

health and safety lens to all planning and delivery of programmes ensuring the teams alignment to organisation-wide Wellbeing, Health and Safety procedures and policy.

With a plan of public programmes engagement activities confirmed your role is to oversee the implementation of the team's work. You ensure there is a significant focus on delivering public programmes with broad appeal balanced with specialist and targeted events. You support your team with the appropriate systems and frameworks to ensure programmes are meticulously planned and communicated so that internal and external partners know exactly what is going on, when, and how they will be involved; well publicised by providing timely and relevant marketing information; critically evaluated so that the overall programme plan can be improved to support our strategic intent; reporting programme statistics of interest.

Key relationships

Internal	Key relationships you have are with those delivering the following services: • Information about our audiences – their feedback and organisational insights to inform future programmes • Promoting our public programmes – providing material that can be used for marketing and promotional material • Enhancing our revenue through events – identifying ways to showcase our exhibitions through public programmes and events to leverage our programmes as a source of donations and revenue
External	You network with others in the sector in similar roles to share best practice and improve the way we do things at Experience Wellington. You network, and maintain positive working relationships, with other museum and gallery programmers, keeping up to date with developments in your portfolios, drawing inspiration from their experiences, sharing best practice, and bringing all of this intel back to Experience Wellington.
	You engage with diverse individuals, groups, organisations and communities based in Wellington Region, and foster relationships especially relevant to the portfolio you hold.
	You develop and maintain mutually beneficial relationships with mana whenua and tangata whenua.

Qualifications and Knowledge

In addition to the skill requirements outlined in the next section the following experience is specifically required for this position:

Qualifications

- A tertiary qualification, ideally supporting your expertise in public programming

Experience and General skills

- Experience in a people leadership role in a cultural organisation.
- Audience-centric with a knowledge of best practice in public programming and events.
- Super-organised with sound project management and top-level planning, budgeting and

organisational skills.

- Proven track record of leading successful public programme teams who enhance audience engagement.
- Proven track record of working alongside communities, delivering programmes which make a measurable difference in improving diverse audience engagement.
- Experience planning, embedding and communicating an organisation strategic vision into on a clear and achievable on the ground connected and cohesive programme.
- Established networks within the public programmes sector and the ability to leverage these for programme development and implementation.
- Commitment to the principles of Te Tiriti O Waitangi, an understanding of tikanga and, desirably, some capability in Te Reo.
- Strong communication skills that lend themselves to positive and credible relationships internally and externally, with the ability to engage with a diversity of perspectives respectfully.
- Ability to empower and connect people leading them to thrive and achieve in a way that ensures a positive work environment.
- Placing the audience at the centre of work is second nature with a commitment to cultural sensitivity.

Skills – what you must do well

Cultural perspective

A core strategic pou is to ensure we bring a Māori dimension to everything we do. We are committed to Te Tiriti o Waitangi and support tangata whenua as kaitiaki. We know we are on a journey to build our competency and confidence to engage appropriately in this context. Experience Wellington provides the supportive environment to grow capability and you bring willingness and commitment to apply what you learn.

Character

Honest & courageous	We aspire, and drive our teams, to spark connection and curiosity through our offerings and experiences.
Collaborative	A team player with supportive, kind and consistently mana-enhancing communication
Curious	Show curiosity, flexibility, and openness in analysing and integrating ideas, information, and differing perspectives
Self-aware & agile	Leverage self-awareness to improve skills and adapt approach; to strengthen personal capability over time and optimise effectiveness with different situations and people; to adapt well in a changing environment
Resilient	Show composure, grit, and a sense of perspective when the going gets tough; help others maintain optimism and focus

Leadership

Strategic Leadership Where are we going? And how do we get there?	**Imagine the future and set strategy**	Critically review what and how things are done now within your team. Bring your ideas about how they could be done in the future and work collaboratively to turn ideas into implementation.
Systems Leadership How do we together build a better Wellington?	**With others, improve our systems and processes**	Develop the environment to improve systems and processes for use across an organisation. Use information and analysis to improve organisational performance.
Talent Management How am I building talent for the future – for Experience Wellington and the arts and cultural sector?	**Lead people and teams**	Develop individual and team talent that will improve organisational capability and delivery in the short and longer term. Create a safe and positive work environment.
Delivery Management How will we achieve our plans?	**Track record of delivery**	Develop robust plans clearly linked to strategy, with ways to measure performance. Deliver on agreed plans, with and through the team.

Capabilities and expectations

All people leader positions in Experience Wellington use this leadership framework to guide how you work as a team of leaders and as a leader of your functional area.

We've provided examples of what we expect of you so that you contribute to Experience Wellington's strategic direction, our role in the wider sector, talent development of our people, and organisational and team delivery of our work. You'll use your judgment to determine where to place your emphasis at different points in time.

Mana Rautaki | Strategic Leadership | Where are we going? And how do we get there?

As part of the wider management team – we want you to lead things like this:

1. Contribute to the development of the organisational strategy, annual action plan and work programme, and participate in discussions about work priorities.
2. Develop and deliver operational plans for your team and projects you are assigned to deliver.
3. Know the full breadth of what our organisation delivers and how all the parts interconnect. Participate meaningfully and confidently in cross-organisation strategic discussions and decision-making.
4. Understand what our strategic messages are. Keep messages focused and people engaged in their work, even when the going gets tough.

As a leader of your team we want you to lead things like this:

5. Communicate a joined up and one-team view of the direction and work of the ELT and wider leadership group to your Group/Team.
6. Keep your knowledge current about what's going on in your own specialist area – bringing these insights and what it means to discussions.

7. Support the development of Experience Wellington's vision, values and strategy, and support the Executive Leadership Team implement it. Help your team understand how the work they do supports our strategic direction.

Te Mana o te Tikanga | Systems Leadership | How do we together build for a better Wellington?

As part of the wider management team – we want you to lead things like this:

1. Identify key relationships to develop or maintain in your area of work. Build and maintain mutually beneficial relationships with key partners and stakeholders. Use this as an opportunity to expand our diversity and inclusiveness.
2. Understand the value of audience feedback and how it can help shape the work of your team and other parts of Experience Wellington you work closely with.
3. Collect and analyse information useful for developing organisational performance. Work out how the information can be put to best use.
4. Identify what systems and processes could be enhanced to ensure we are working as effectively as possible, and how.

As a leader of your team we want you to lead things like this:

5. Create a supportive environment for the team to promote ideas for improving the way we do things. Lead the implementation of improvements.
6. Spend time developing your networks across the sectors we operate in and broaden our relationships beyond our usual 'go-to' people and organisations.
7. Readily share with, and use information from, sector peers to improve the way we do things.
8. Ensure the wellbeing, health and safety of our people, contractors and visitors is a primary consideration in the development and delivery of everything we do, every day.

Te Whakahaere ā Parapara | Talent Management | How am I building talent for the future – for Experience Wellington and the arts and culture sector?

As part of the wider management team – we want you to lead things like this:

1. The development of a cohesive and high performing culture, where a human dimension, empathy and commitment to our values is evident in our leadership and management practices.
2. Contribute to the development of, and implement, people practices across the employment cycle – from recruiting and selecting to managing all the ways people leave the organisation.
3. Contribute to the development of an organisational view of resourcing and future capability needs so that we can:
    a. assign resourcing to the organisation's highest priorities
    b. invest in the right kind of people capability development.

As a leader of your team we want you to lead things like this:

4. Lead by example. Build your confidence and capability in te reo, tikanga and Te Tiriti o Waitangi. Be a role model and encourage others to do the same. Build organisation knowledge of why and how Te Ao Māori needs to be at the centre of our work.

5. Develop and support a positive and safe team culture and work environment.
6. Ensure every recruitment opportunity is a hunt for talent and an opportunity to develop our diverse and inclusive workplace.
7. Coach and empower people. Empower your team to be effective in their roles and reach their potential. Hold thoughtful coaching conversations as an integral part of your work.
8. Set clear expectations about what needs to be delivered, the standards of performance, and workplace behaviour. Manage the team to deliver these. Purposefully and promptly improve the performance of people where needed and be confident holding tough conversations.

Te Whakahaere o te Tuku | Delivery Management | How will we turn what we know into what we do?

As part of the wider management team – we want you to lead things like this:

1. Assist the ELT to manage and monitor the single work programme. Participate constructively in discussions to prioritise work, and support the ELT convey these messages to staff.
2. Understand how work is interconnected across Experience Wellington and how you can help each other deliver as one team.

As a leader of your team we want you to lead things like this:

3. Be innovative and deliberate in creating opportunities for our community and visitors to Wellington to engage with Māori culture when designing, developing and delivering work. Ensure we engage with and deliver in partnership with tangata whenua to achieve this.
4. Implement your plans, the "how" you and your team will deliver your key strategic projects and deliverables, and measure progress. Ensure your plans clearly manage and mitigate risk. Carefully consider priorities and available budget and develop well-sequenced roll outs of work.
5. Assign work to your team, ensuring the work is appropriately framed in the context of organisational strategy and the single work programme. You identify with your team critical points of connection across the organisation so that we work as one team.
6. Develop ways to measure the quality, results, and effectiveness of your team's work.