

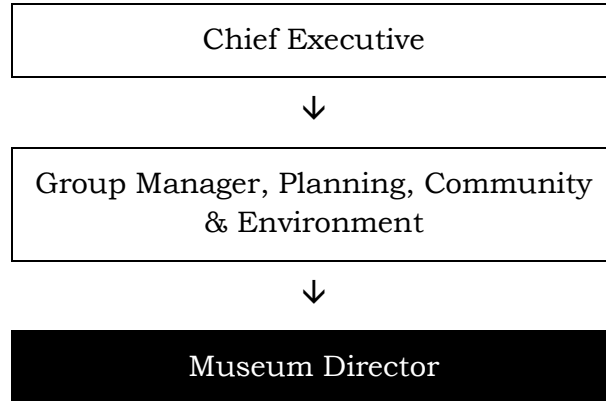
# Position Description

## Role: Museum Director

<p><b>Vision of Westland District Council:</b></p>	<p style="text-align: center;"><b>COUNCIL VISION</b></p> <p>Westland District Council will facilitate the development of communities within its district through delivery of sound infrastructure, policy and regulation.</p> <p>This will be achieved by:</p> <ul style="list-style-type: none"> <li>• Involving the community and stakeholders.</li> <li>• Delivering core services that meet community expectations and demonstrate value and quality.</li> <li>• Proudly promoting, protecting and leveraging our historic, environmental, cultural and natural resource base to enhance lifestyle and opportunity for future generations.</li> </ul>
<p><b>Background to the Position</b></p>	<p>Hokitika Museum is a community service provided by Westland District Council. It is recognised as a place to discover Westland’s tales and treasures and contributes to the marketing of Westland, its heritage experiences and to the community’s sense of identity. The position of Museum Director is responsible for developing the strategic direction of the Museum and for the day to day running of the facility.</p> <p>At present, Museum staff are working out of temporary premises while the exhibition space and offices in the historic Carnegie Building and adjoining 1970s-era buildings are closed for seismic strengthening. This presents an opportunity to progress long-planned improvements to the layout and functionality of the Museum complex.</p> <p>Accordingly, the Director role will need to be involved in developing and implementing a strategic plan for the upgrade and redevelopment of the entire Museum complex. This will include sourcing grants, sponsorship and other funds, including making the case to Council’s Elected Members for ratepayer funding as required.</p>
<p><b>Purpose of the Position</b></p>	<p>To effectively lead and develop Hokitika Museum as a community facility and as an attraction for visitors to Westland. This position involves managing all aspects of the Museum including collection management and conservation, exhibitions and public programmes, improving public access, staff management, revenue generation, promoting the Museum’s facilities and services and fostering community involvement in, and support for, the Museum. It also currently requires a focus on developing and implementing a strategic plan for the upgrade and redevelopment of the entire Museum complex, as described above.</p>
<p><b>Department</b></p>	<p>Planning, Community &amp; Environment</p>
<p><b>Reports To</b></p>	<p>Group Manager: Planning, Community &amp; Environment</p>
<p><b>Staff Reports</b></p>	<p>3.2 (head count 10) &amp; volunteers</p>

<b>Financial Delegation:</b>	\$5,000
<b>Hours per week:</b>	40

## Organisational Context



INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
<ul style="list-style-type: none"> <li>• Chief Executive</li> <li>• Executive Team</li> <li>• Mayor and Councillors</li> <li>• Westland District Council staff</li> </ul>	<ul style="list-style-type: none"> <li>• Ratepayers, Residents and the General Public</li> <li>• Tangata Whenua</li> <li>• Donors</li> <li>• Genealogists &amp; historians</li> <li>• Heritage and other local community groups</li> <li>• Department of Conservation</li> <li>• Museums Aotearoa</li> <li>• Government Departments</li> <li>• Local Authorities</li> <li>• Members of Parliament</li> <li>• Suppliers</li> <li>• Media</li> <li>• Contractors</li> <li>• Local Government New Zealand</li> </ul>

KEY RESPONSIBILITIES	KEY OUTCOMES
<p><b>1. Working at Westland District Council</b></p> <ul style="list-style-type: none"> <li>a) Uphold the Westland District Council vision for Westland in all activities.</li> <li>b) Demonstrate positive and professional conduct at all times, together with a willingness to carry out additional responsibilities as requested.</li> <li>c) Demonstrate a commitment to the development of self and others ensuring technical and relevant business skills are current.</li> <li>d) Code of Conduct</li> </ul>	<ul style="list-style-type: none"> <li>• Council's expected standards of behaviour and Council policies are adhered to.</li> <li>• Additional duties are carried out as requested, when required.</li> <li>• Commitment to improving technical skills through proactively identifying training and development needs.</li> <li>• Participation in relevant learning opportunities.</li> <li>• New learning shared with peers and team as appropriate.</li> <li>• Council has a Code of Conduct and a staff policy manual. Staff are expected to comply with these.</li> </ul>
<p><b>2. Customer Service</b></p> <ul style="list-style-type: none"> <li>a) Actively promote and demonstrate good customer service.</li> <li>b) Provide a prompt and efficient service within agreed timeframes.</li> <li>c) Ensure customers are treated with respect</li> </ul>	<p>Our customers feel that...</p> <ul style="list-style-type: none"> <li>• They have received a prompt and accurate response to their contact with Council.</li> <li>• They have been treated with courtesy and respect.</li> </ul>

<p>and in a friendly and professional way.</p> <p>d) Ensure information is accurate and easy to understand (jargon-free).</p> <p>e) Follow-up all matters to ensure customer is aware of status of query/complaint.</p> <p>f) Respond promptly and helpfully to all research and collection enquiries both internal and external.</p> <p>g) Provide assistance and information on a cost recovery basis.</p> <p>h) Provide a welcoming experience to museum visitors and ensure they are treated with respect and friendliness.</p> <p>i) Manage the development of indexes and finding aids in order to improve public access to collection</p>	<ul style="list-style-type: none"> <li>• We have given accurate answers and information in a timely manner.</li> <li>• Well informed about progress with, or decisions reached on, their contact with Council.</li> <li>• Researchers are impressed with promptness and helpfulness of the research centre.</li> <li>• Researchers think that the Museum is good value and are happy to pay the fee.</li> <li>• Visitors feel that they have been treated with respect and that their interaction with staff has been positive.</li> <li>• The ability of both staff and researchers to find information is continually being improved.</li> </ul>
<p><b>3. Staff Management</b></p> <p>a) Manage staff in the Museum team to ensure that objectives and good employer obligations are met.</p> <p>b) Develop job descriptions and manage staff recruitment as per the Council recruitment process.</p> <p>c) Ensure staff have clear performance plans and measure their performance against these plans.</p>	<ul style="list-style-type: none"> <li>• Compliance with human resource policies and practise</li> <li>• Staff with appropriate skill levels and experience are employed at the Museum and positions are filled in a timely manner.</li> <li>• Staff achieve performance and development targets</li> <li>• Regular feedback is provided to staff</li> <li>• Any performance issues are managed in a timely and sensitive manner</li> </ul>
<p><b>4. Occupational Health and Safety</b></p> <p>a) All practicable steps taken to ensure own safety, and to ensure that you do not cause harm to any other person by your actions.</p> <p>b) Demonstrate a personal commitment to Health and Safety in accordance with</p>	<ul style="list-style-type: none"> <li>• Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.</li> <li>• Accurate reporting and recording of all workplace injuries, incidents and illnesses are reported within 24 hours.</li> <li>• Any new hazards are reported to the relevant manager, and/or Health and Safety</li> </ul>

<p>WDC's Health and Safety Policy.</p>	<p>Committee.</p> <ul style="list-style-type: none"> <li>• Emergency procedures are followed.</li> <li>• Safe work practices are demonstrated.</li> <li>• Personal protective equipment issued is worn/used correctly.</li> </ul>
<p><b>5. Budgets &amp; financial management</b></p> <ul style="list-style-type: none"> <li>a) Take responsibility for any budgets that are assigned.</li> <li>b) Ensure the Group Manager Planning, Community &amp; Environment is aware of any potential budget variances.</li> <li>c) Plan for the generation of income from a variety of sources</li> <li>d) Oversee the operation of retail activities at the Museum</li> </ul>	<ul style="list-style-type: none"> <li>• Budgets are prepared and agreed with the Group Manager, Planning, Community &amp; Environment.</li> <li>• Ensure budgets in the Planning, Community &amp; Environment Group are actively managed.</li> <li>• Variances are declared as soon as they are known.</li> <li>• The Museum has strategies for maximising income from its activities</li> <li>• The Museum's retail centre is functioning well and helps offset the Museum's running costs.</li> </ul>
<p><b>6. Museum Leadership</b></p> <ul style="list-style-type: none"> <li>a) Be a positive role model and provide direction and motivation to Museum staff to achieve Museum and Council goals.</li> <li>b) Plan for the continual improvement of the Museum and its services, with a current focus on the upgrade and redevelopment of the entire Museum complex</li> <li>c) Provide accurate and timely reports to the Group Manager: Planning, Community &amp; Environment on the Museum's objectives, policies and issues.</li> <li>d) Keep up to date with museological issues and changes in technology.</li> <li>e) Observe the principles of Museums Aotearoa's Code of Ethics.</li> </ul>	<ul style="list-style-type: none"> <li>• The Museum has motivated staff who are committed to achieving the Council's vision, the Museum's goals and have a spirit of service to the community.</li> <li>• The Museum has in place policies, strategic goals and action plans.</li> <li>• The Museum complex is upgraded, redeveloped and re-opened as soon as possible with as much external funding as can be obtained.</li> <li>• The Council has the information necessary to make effective decisions regarding the Museum and heritage matters in Westland.</li> <li>• Museum staff take steps to ensure that there are no negative impacts due to obsolescence and public access is maximised.</li> <li>• The Museum adheres to the industry accepted</li> </ul>

	code of ethics.
<p><b>7. Exhibitions and public programmes</b></p> <p>a) Develop and deliver, with support from other Museum staff as required, a range of public programmes at the Museum including exhibitions and other activities.</p> <p>b) Plan and implement the redevelopment of the Museum's long-term exhibitions and displays.</p>	<ul style="list-style-type: none"> <li>• The Museum showcases an engaging variety of uniquely West Coast stories and items.</li> <li>• Museum exhibitions and displays are up to date, well researched and professionally presented.</li> </ul>
<p><b>8. Collection Management</b></p> <p>a) Manage the acquisition, care, conservation, cataloguing and display of the Museum Collection, guided by the Museum's collection policy, and supported by other Museum staff as required.</p> <p>b) Ensure the thorough documentation of, and access to, the collection.</p> <p>c) Provide for the provision of timely and accurate information to the public and researchers.</p> <p>d) Ensure the long term preservation of the collection through sound preventative conservation and arranges remedial conservation if required.</p>	<ul style="list-style-type: none"> <li>• The Museum's collection is stored and displayed to accepted museum standards.</li> <li>• Researchers, the community and donors are able to easily access information about the collection.</li> <li>• A knowledgeable and timely service is provided on a cost recovery basis.</li> <li>• The collection is preserved for the long-term benefit of the Westland community and New Zealanders.</li> </ul>
<p><b>9. Promotion and partnerships</b></p> <p>a) Actively promote the Museum through all available media and enhance the reputation of the Museum by providing information and advice when required.</p> <p>b) Engage the local community in the activities of the Museum and foster support for the Museum.</p> <p>c) Observe the principle of partnership established by the Treaty of Waitangi Te Tiriti o Waitangi and actively pursue opportunities to develop, maintain and enhance key partnerships.</p>	<ul style="list-style-type: none"> <li>• The Museum, its exhibitions and services are well known locally and the Museum has a presence on the internet and in tourist guides and publications.</li> <li>• The community is aware of what's happening at the Museum and feels that they can contribute.</li> <li>• The Museum has good relationships with Tangata Whenua and other stakeholders.</li> </ul>
<p><b>10. General Museum Duties</b></p>	

<p>a) Respond to call-outs for museum security system. Alert appropriate authorities &amp;/or Property &amp; Projects Supervisor if immediate repair required.</p> <p>b) Report any faults or maintenance requirements to Property and Projects Supervisor.</p> <p>c) Assist with reception and retail sales duties when required</p>	<ul style="list-style-type: none"> <li>• Museum security is monitored and any break-ins are responded to immediately and repairs initiated.</li> <li>• The Museum Building is adequately maintained, the collection is not compromised and visitors are kept safe.</li> <li>• The reception and retail area is always staffed.</li> </ul>
<p><b>11. Other</b></p> <p>a) To represent Westland District Council at meetings.</p> <p>b) Civil Defence duties as assigned.</p> <p>c) Ensure any known risks to the organisation are identified and reported.</p> <p>d) Demonstrate a clear perception of the intent of, and commitment to, the application of the principles of the Treaty of Waitangi.</p>	<ul style="list-style-type: none"> <li>• Representation at meetings is professional.</li> <li>• Civil Defence duties are carried out as requested, when required.</li> <li>• Risks are identified and appropriate remedial action is taken where necessary.</li> <li>• Stronger, more meaningful relationships with West Coast iwi and hapu.</li> </ul>

<b>PERSON SPECIFICATION</b>		
<b>Qualifications/ Experience, Skills and Personal Attributes</b>	<b>Qualifications/Experience</b>	
<b>Qualifications/Experience</b>	Degree in Museum Studies, History or equivalent	E
<b>Experience</b>	Minimum of four years' experience in a similar or related role (including interpretation and exhibition).	E
	Expert Knowledge of West Coast &/or New Zealand history	E
	Demonstrated experience in historical research &/or genealogy	E
	Good overall knowledge of museum policies and procedures	E
	Proven marketing and promotion skills	E
	Proven budget & financial management skills	E
	Proven customer service skills and the ability to manage conflict	E
	Experience in Museum facility development, including fundraising	D
	Highly developed communication skills, including the ability to write top quality material for a variety of media such as exhibitions, advertising, reports, social media, newspaper articles, blogs etc and to give verbal illustrated presentations.	D

	A high degree of computer literacy with a strong interest in digital technology	E
	Successful experience in community engagement and relationship building	E
	An understanding of the Council environment.	D
<b>Skills &amp; Attributes</b>	Leadership qualities.	E
	Planning, organisational, time management and problem solving skills.	E
	Relationship building – establishes a productive, cooperative and inclusive environment with others.	E
	Attention to detail – ensures information is complete and accurate.	E
	Communication skills – listens actively, writes and speaks clearly and confidently.	E
	Project management and budgeting skills	E
	Excellent customer service skills – strives for high customer satisfaction, goes out of the way to be helpful and pleasant, makes it an easy and positive experience for customers. Able to handle potentially difficult customers.	E
	Displays professionalism, honesty, integrity and reliability.	
	Self-motivated with initiative.	E
	Professional and courteous manner.	E
	Positive, energetic personality and team player.	E
	Proactive and passionate about making a difference.	E
	Resilience and ability cope under pressure.	E
	Sense of humour	E
	Hold a valid full New Zealand drivers licence.	E
	Able to attend meetings out of normal office hours when required.	E
	E = Essential                      D = Desirable	

<b>Position Description</b>		<b>Date:</b>	14 June 2017
<b>Revised Date:</b>			
<b>Manager</b> (signature)		<b>Date:</b>	
<b>Chief Executive</b> (signature)		<b>Date:</b>	
<b>Position Holder</b> (signature)		<b>Date:</b>	