

Te Papa's Mission Statement:

The Museum of New Zealand Te Papa Tongarewa is a forum for the nation to present, explore and preserve the heritage of its cultures and knowledge of the natural environment in order to better understand and treasure the past, enrich the present and meet the challenges of the future.

Position Title:

Programme Developer – *Te Papa Education | Te Ipu Kāhuirangi*

Job Objective:

To develop and implement high quality visitor programmes, including school programmes and adult tours, which promote Te Papa as an education destination and resource.

Reports to:

Team Leader Te Papa Education | Te Ipu Kāhuirangi

Responsibilities / Tasks:

- High quality education programmes are developed and implemented:
 - develop and deliver programmes to pre-school, primary, secondary and tertiary students;
 - review, update and develop new programmes as required;
 - maintain high standards of customer service in programme delivery;
 - ensure ongoing evaluation of programmes;
 - contribute to the marketing of programmes in liaison with Marketing staff;
 - ensure all operational procedures relating to programme delivery are addressed and resolved;
 - liaise closely with all Te Papa Education and front of house staff to ensure smooth programme delivery;
 - contribute to the training and assessment of other staff (Te Papa Education, Discovery Centres and Hosts) as required.
- Maintain close working relationships with teachers and others in the education community.

- Liaise with Team Leader Te Papa Education and report regularly on activities, including updates at weekly meetings.
- High quality innovative visitor programmes / tours developed and delivered for domestic and international markets, particularly adults, as required
 - review, update and develop new programmes as required;
 - maintain high standards of customer service in programme delivery;
 - contribute to the evaluation of programmes as required;
 - contribute to the marketing of programmes in liaison with Marketing staff;
 - ensure all operational procedures relating to programme delivery are addressed and resolved;
 - liaise closely with all Te Papa Education and front of house staff to ensure smooth programme delivery;
 - contribute to the training and assessment of other staff (Te Papa Education, Discovery Centres and Hosts) as required.
- Contribute to exhibition development process as Interpreter and/or Educator, as required:
 - take on the role of Interpreter in exhibition teams as agreed with Senior Interpreter and Team Leader Te Papa Education;
 - take on the role of Educator in exhibition teams as required.
- Development and production of education resources:
 - contribute to the development of education resources relating to the Te Papa experience and Te Papa's permanent and temporary exhibitions, as required;
 - liaise closely with IT, Writing and Exhibition teams to ensure successful delivery of exhibition related education resources to agreed time frames;
 - contribute to the evaluation of education resources, as required.
- Te Papa Education visitor numbers and revenue targets met or exceeded.
- Ability to deliver high quality education programmes that reflect a bicultural perspective and use of te reo Māori consistent with the Te Reo Māori in English Medium Schools Curriculum document.
- Ability to deliver high quality education programmes the reflect a clear understanding of Treaty of Waitangi and marae protocol
- Other projects and tasks, as delegated by Manager.

Key Outputs:

- High quality education / visitor programmes developed.

- Smooth delivery of all education / visitor programmes.
- Evaluation of all programmes meets agreed targets.
- Successful input to exhibition development as Interpreter and/or Educator.
- Visitor number and revenue targets for Te Papa Education met.
- Successful liaison with Team Leader Te Papa Education.
- Successful liaison with other Te Papa staff, particularly Discovery Centres, Hosts and front of house staff.
- Deadlines met and tasks completed to Manager's satisfaction.

Person Specifications:

Generic Competencies

Biculturalism

- Basic pronunciation of te reo Māori.
- Basic understanding of tikanga Māori / customary concepts.
- An understanding of the historical significance of the Treaty of Waitangi and some understanding of its contemporary application.

Customer Service

- Ability to respond professionally and effectively to the needs of internal and external customers.
- A very high level of commitment to customer service.
- Ability to respond quickly to customers needs and to balance the requirements for standards with customers needs.

Communication Skills

- Ability to be open with people, to listen effectively and to express ideas, information and potential problems clearly.
- Ability to express and present ideas and information effectively and to a range of audiences.
- Ability to prepare written material to a high standard.
- Ability to "think on ones feet" and respond quickly and effectively to highly sensitive issues.
- Ability to read audiences and use appropriate language and presentation tools.

Interpersonal Skills

- Ability to establish effective working relationships and contribute to team building.

- Ability to work effectively with staff in the creation of a positive and productive environment.
- Ability to work with a broad range of individuals and reach solutions which are widely accepted.
- Leadership skills.

Job Specific

Essential

- Ability to develop and deliver visitor programmes across all collection areas and exhibition types for both education and adult visitors.
- Knowledge of the NZ Curriculum.
- Outstanding written and interpersonal skills.
- Demonstrated experience delivering outstanding customer service.
- Demonstrated ability to work effectively in a team environment.
- Leadership skills.
- Project Management skills.
- Demonstrated problem solving skills.

Desirable

- Tertiary qualification in either education (desirable), museum or leisure studies, or any of Te Papa's collection areas (Māori, Art, History, Pacific, Natural Environment)
- Strong understanding of audience needs in a museum context.
- Sound understanding of museum practices and programmes.
- Experience in the development of visitor programmes in a museum or leisure industry environment.
- Ability to deliver education programmes in te reo Māori.