

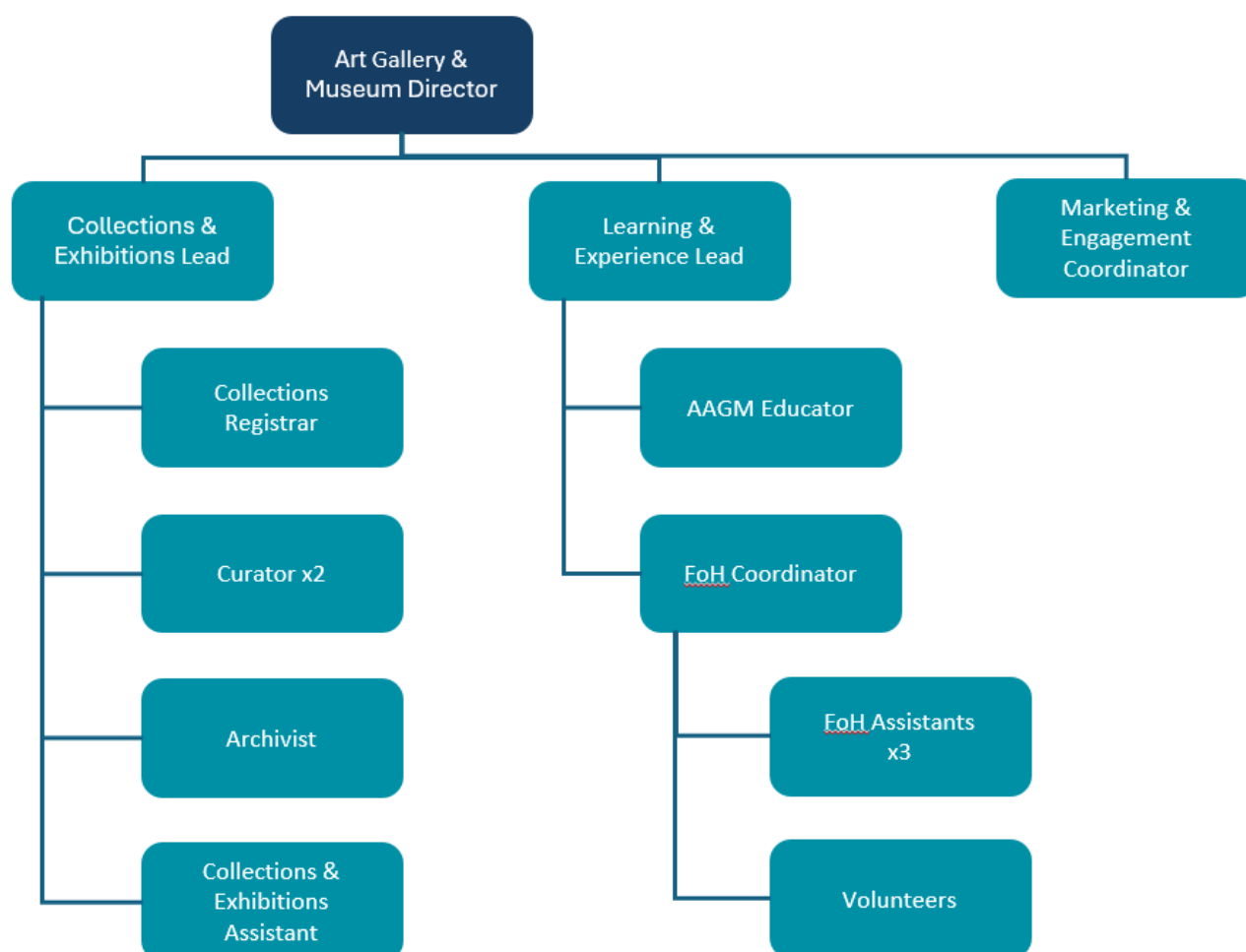
Position Description

Position Title:	Learning & Experience Lead
Reports To:	Art Gallery and Museum Director
Team:	Art Gallery & Museum
Group:	People & Facilities
Employment Type:	Permanent, Full time
Date Modified:	March 2025

Purpose

To assist the Director in the effective management, development and operation of the Learning & Experience team within the Ashburton Art Gallery & Museum, providing specialist knowledge, hands-on support and strategic guidance. To create and facilitate educational public programmes inclusive of tours, talks and outreach activities that primarily relate to exhibitions and collections.

Team Structure



Purpose

Supporting our communities to thrive by working together to provide services and places for people to connect, grow, live, work and play.

Values

Our Values describe how we are going to achieve our purpose and vision, and they underpin how we work; they support how we make decisions, how we treat each other and our communities, and how we behave everyday. They guide us all and they apply to everyone in our organisation, no matter where we work or what we do.



WE DO WHAT'S RIGHT *Ka mahi tika ai tātou*

- ✓ Build trust by communicating openly and acting with integrity
- ✓ Apply a customer lens to everything we do
- ✓ Make responsible decisions by balancing different needs
- ✓ Plan for our future and think sustainably
- ✓ Take responsibility and "own" our roles



WE MAKE IT HAPPEN *Ka whakarite ai tātou*

- ✓ Know our stuff and encourage knowledge sharing and professional growth
- ✓ Learn from our successes and mistakes
- ✓ Aim to improve and innovate by questioning the status quo & bringing ideas to life
- ✓ Focus on solutions
- ✓ Follow through with our commitments



WORK AS ONE *Pakihiwitahi ai tātou*

- ✓ Collaborate and tackle challenges together
- ✓ Work with and for our communities
- ✓ Think about how our work impacts others
- ✓ Acknowledge and celebrate our achievements
- ✓ Value and encourage social connections



WE RESPECT EVERY VOICE *Kauauanu ana ngā reo ai tātou*

- ✓ Encourage diverse ideas
- ✓ Keep an open mind
- ✓ Have empathy for and support one another
- ✓ Care for the wellbeing and safety of ourselves and others
- ✓ Seek to understand what is important to others

Key Accountabilities

Team Management

- Manage all employees and volunteers within the Learning & Experience team, assigning projects, evaluating performance and creating a culture of continuous learning and improvement.
- Effectively lead the development and delivery of all learning programmes, marketing and retail within agreed budgets, ensuring that all targets are met to a high standard.
- Maintain accurate records and statistics for all public programmes, education sessions, marketing and retail for reporting purposes.
- Prepare and implement all relevant policies, strategies and procedures to develop and champion best practise in learning and education delivery, audience engagement and digital experiences.
- Oversee project timelines, budgets and resource allocation for maximum efficiency and output.
- Prepare, analyse, monitor and report on budgets and performance relevant to the L & E team.
- Build community relationships, work in partnership with iwi, cultural or minority communities to ensure the AAGM is connected to Whakatere Ashburton's diverse populations.
- Manage and support the health, safety and well-being of team members while monitoring risk and hazards registers for all events and activities.
- Collaborate closely with the Collections & Exhibitions Lead to maintain information flow across the AAGM and ADC.
- Professionally represent AAGM at industry or community group meetings when required, building productive relationships with ADC staff, GLAM professionals, community groups and schools.
- Undertake duties delegated by the Director, including providing cover during the Director's Absence & supporting the promotional initiatives of the Ashburton Art Gallery Committee and the Ashburton Museum and Historical Society.

Visitor Experience and Programmes

- Propose, plan, and deliver vibrant educational public programmes that relate to current collections and exhibitions, meet agreed levels of service, and celebrate the diversity of Whakatere Ashburton.
- Work with community groups to deliver mutually beneficial outreach activities which enhance the visitor experience.
- Understand the principles and practice of Te Tiriti o Waitangi and embed the inclusion of te reo Māori in the delivery of programmes.
- Attract and provide tours, visits and other programmes for public groups or organisations.
- Ensure that all events are promoted and communicated to all stakeholders and the community, through providing clear and timely communication content to the Marketing and Engagement Co-ordinator.
- Develop and deliver front of house activities related to current AAGM exhibitions and topical events or holidays.
- Ensure all established start and end of day procedures, including security are followed.
- Assist with visitor host duties, welcoming visitors and stakeholders as required, managing rosters and volunteers.

Corporate Contribution

- Contribute to and follow the organisation's governance, corporate and business plans, policies, projects, initiatives, and strategies.
- Participate in performance development and assessment processes.
- Contribute to and follow health and safety policies and procedures, including accurate reporting.
- Ensure proper care and use of plant, vehicles and equipment.
- Assist in providing civil defence functions and / or maintain the provision of essential services in emergency management events.
- Undertake any other relevant duties, including attending out of hours meetings as requested by the Director or the Group Manager.

Position Requirements

The below qualities, knowledge and skills are the key focus for this role and are used to assess an applicant's suitability for the role and the incumbent's performance in the role.

Personal Qualities

Customer Focus

- Listens to customers and actively seeks to meet or exceed customer needs.
- Looks beyond the obvious to improve levels of service.
- Committed to delivering high quality outcomes for customers.

Creativity and Innovation

- Draws on a range of information sources to identify new ways of doing things.
- Translates creative ideas into work process improvements.
- Reflects on experience and is open to new ways to improve processes.

Detail Focus

- Observes fine details and identifies gaps in information.
- Prefers to follow processes to complete tasks.
- Considers maintaining levels of accuracy of high importance.

Teamwork

- Cooperates, collaborates, and shares information with others in pursuit of team goals.
- Shows consideration, concern and respect for other's feelings and ideas while accommodating to their style of working.
- Encourages constructive resolution of conflict within a group.

Knowledge and Skills

Organisational skills

- Sets clearly defined objectives and priorities to ensure goals and deadlines are met.
- Prioritises activities and operates accordingly, reviewing and adjusting as required.
- Recognises actual and potential barriers and finds effective ways to deal with them.

Initiative and Enthusiasm

- Demonstrates enthusiasm, commitment and capacity for sustained effort and hard work.
- Demonstrates a proactive and self-starting approach.
- Sets high standards of performance for self and others, ensuring ownership of actions.

Specialist Expertise

- Fully conversant with contemporary gallery and museum practice.
- A relevant tertiary qualification and three to four years relevant work experience in an intermediate to senior role within a museum, gallery or other such organisation, preferably with some supervisory experience.

Experience working with diverse groups of people and children in an event management context (preferred).

Confident in developing and delivering programmes to all ages.

Experience using industry specific software applications such as collections management systems (preferred).

Strong communicator with some knowledge of Te Reo Māori.

A commitment to biculturalism, upholding the principles of Te Tiriti o Waitangi and an understanding of tikanga Māori.