

## New Visitor Experience Development Manager

We are building a new Museum for Waitaha Canterbury – a world-class facility for the taonga (treasures) we care for and a place to tell the stories of our region and the people who live here.

Reporting to the Head of Projects & Strategy Delivery and leading an experienced exhibitions team, you will lead the design development, build and installation of the exhibition spaces within our redeveloped Museum.

We are looking for an experienced design leader with a reputation for developing high performing teams that achieve project objectives. With exceptional internal and external stakeholder engagement skills, you will provide both strategic and hands-on support to exhibition design and delivery. With skills in project and contract management, combined with highly developed problem-solving skills, you will be able to retain a big picture whilst delving into the detail when required.

This is a fixed term contract role for 5 years as we move through our redevelopment journey.

**To find out more about these positions and how to apply please visit the Working at the Museum page on our website [www.canterburymuseum.com](http://www.canterburymuseum.com)**

**Applications must be in the specified format to be accepted. Applications close at 5.00 pm on Sunday 13 April 2025.**



### How to Apply

Applications are invited by letter with attached Curriculum Vitae. The letter should include your own assessment of your suitability for the position and an indication of when you are free to take up duties. You should also state whether or not you have any criminal convictions or have any hearings pending. The Curriculum Vitae should include information about your experience and qualifications and the names and contact details (address, email and telephone numbers) of two or three people who are willing to assess the applicant's merits if confidential reference is made to them.

Your application should be addressed to **Anthony Wright, Tumuaki | Director**, and emailed to:

[NVEDMapplication@canterburymuseum.com](mailto:NVEDMapplication@canterburymuseum.com)

Applications will close at 5.00 pm on 13 April 2025

### Conditions of Employment

Conditions of employment will be set out in a standard Canterbury Museum Individual Employment Agreement if you are offered a position. Applicants must have, or be eligible for, a New Zealand work visa.

Confirmation of employment will be subject to a satisfactory response to the Ministry of Justice's 'Request by a Third Party under the Official Information Act for a copy of criminal convictions held' (required by the Museum's Security Policy).

## Remuneration

The Museum employs a job sizing methodology which assesses relativities between positions and relates jobs to salary bands. Each band has a scale running from 80% through to 120%, with 100% being the midpoint which is commonly understood to be the value where the job is being carried out at a successful and fully competent level.

Remuneration at commencement will be based on qualifications and experience and is likely to be in the range of \$81,843 per annum (80% of Band F), and \$102,304 per annum (100% of Band F).

Role Title:	New Visitor Experience (NVE) Development Manager
Date:	January 2025
Group:	Projects & Strategy Delivery
Reports to:	Head of Projects & Strategy Delivery
Direct Reports:	4.
Band:	F
Hours:	40 hours per week, Monday to Sunday, with flexibility Five-year fixed term contract.

*He kōpapa taonga, he pātaka korero, hei kai mā Waitaha, hei kai mā te ao*

*A storehouse of treasures, a repository of knowledge for Canterbury and for the world*

### Ā Mātou Mahi | What We Do

Canterbury Museum is a charitable trust governed by the Canterbury Museum Trust Board. It opened to the public in 1867 and has been on Rolleston Avenue since 1870. The Museum closed to the public in early 2023 and is currently undergoing redevelopment. A pop-up Museum opened at 66 Gloucester Street in mid-2023.

The Museum acquires and cares for worldwide collections of human and natural history, with a focus on the Ngāi Tahu rohe, Waitaha Canterbury and the Antarctic. Before closing for redevelopment, the Museum was one of the premier tourist attractions in Te Waipounamu (South Island). It welcomed several hundred thousand visitors each year to explore the diversity of the natural world and Aotearoa New Zealand's cultural heritage, while also providing a window on the rest of the world.

Canterbury Museum also owns and operates *Quake City*, and *Ravenstarn House Museum*.

The Museum aims to:

- Create an interactive, experiential journey for visitors.
- Provide our visitors with friendly, high-quality service, ensuring equitable access to all.
- Reach out to children and adults of all ages and provide learning experiences in an informative and enjoyable setting.
- Build and properly care for the collection of priceless taonga we hold in trust for the community.
- Undertake high-quality, relevant research on our collections and disseminate results to the widest possible audience.
- Work with iwi in the spirit of Te Tiriti o Waitangi (Treaty of Waitangi), embodying concepts such as mauri, kawa, mana and wairua.
- Work with a range of partnerships that integrate us into the wider community.
- Provide maximum community benefits from the resources available.
- Uphold and adhere to the highest professional standards of best practice.
- Provide staff with the learning and professional development opportunities required to enable them to carry out their work.

### Ō Mātou Tikanga | The Values We Live By

- We actively ENGAGE with our visitors and the wider Waitaha Canterbury community.
- We are committed to working COLLABORATIVELY with our communities and with each other.
- We are committed to ACCOUNTABILITY in all our actions.
- We always act with INTEGRITY for our people, our taonga and the environment.

### Ngā Tohu Hākori | Bicultural Competencies

Canterbury Museum is committed to the principles of Te Tiriti o Waitangi. Our work with Te Rūnanga o Ngāi Tahu serving the Waitaha Canterbury region reflects this.

Canterbury Museum staff, research fellows, volunteers, board and contractors are expected to:

- Maintain a level of cultural competency specific to the role and contribute to the cultural and social cohesion between internal and external people and groups.
- Understand and engage with the principles of Te Tiriti o Waitangi and its implications.
- Understand and engage with obligations to upholding the principles of Te Tiriti o Waitangi.
- Display cultural sensitivity and a willingness to work positively with organisational strategies to improve outcomes for Māori.
- Have an awareness of ethnic and cultural differences, social, political and religious beliefs.
- Respect diversity amongst internal and external people and groups.

### Tūnga Whāinga | Position Purpose

This role exists to:

1. Project manage inputs into the planning, resourcing, organising and delivery of the New Visitor Experience (NVE) exhibitions.
2. Support, participate in and coordinate project teams, ensuring high levels of communication and outstanding internal and external customer service.
3. Support the Head of Projects & Strategy Delivery in ensuring the effective delivery of the NVE project as defined by the goals and strategy agreed upon with the Project Control Group and the Board.
4. Provide hands-on support to exhibition design and delivery as required.

### Ngā Pātahitanga Matua | Key Relationships

<i>Internal</i>	<i>External</i>
Tumuaki   Director	Contractors to NVE
Head of Projects & Strategy Delivery	Staff involved in NVE
Project Control Group	Museum stakeholders and wider community
Project Managers and Project Staff	
Exhibition Manager and Exhibition Staff	
Museum Team (all staff)	

**Ngā Wāhi Matua o te Whakatau Ā-Rangatira | Key Areas of Accountability**

Areas of Accountability	Deliverables/Expected Results/Outcomes <i>Being personally responsible for:</i>
Delivery of the New Visitor Experience	<ul style="list-style-type: none"> <li>• Assist with project planning, in collaboration with the Head of Projects &amp; Strategy Delivery, for NVE exhibition development and delivery.</li> <li>• Understand the unique business processes and requirements of the Museum's NVE exhibition development process.</li> <li>• Lead, coach, manage and co-ordinate project teams.</li> <li>• Review architectural plans to determine exhibition space parameters and prepare preliminary layout designs.</li> <li>• Co-ordinate requirements and source items required for exhibitions (eg cases, lighting, set-dressing, mounts).</li> <li>• Contract management of external NVE contracted works.</li> <li>• Liaise with external service providers and contractors to ensure works are completed on time, to quality specifications and to budget.</li> <li>• Produce and keep all project documentation up to date, managing the project delivery timeline and meetings as required.</li> <li>• Provide regular reports to feed into the overall project reporting framework.</li> <li>• Proactively identify risks and issues, raise them with the Head of Projects &amp; Strategy Delivery and provide possible solutions/mitigations.</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>• Participate in NVE leadership and goal setting with the Head of Projects &amp; Strategy Delivery.</li> <li>• Build effective project teams through guiding, coaching and mentoring staff to achieve project objectives and best possible outcomes.</li> <li>• Assign clear accountabilities and hold people to account for delivery and performance.</li> <li>• Promote open communications and a 'can do' attitude.</li> <li>• Provide a customer focused response to all internal and external customers and stakeholders.</li> <li>• Ensure NVE staff engage and interact effectively with other groups in the Museum.</li> <li>• Identify the strengths and expertise of individuals and utilise these qualities effectively.</li> <li>• Undertake regular performance reviews and progress discussions with your direct reports.</li> <li>• Operate on a 'no surprises' basis, up and down.</li> </ul>

Customer and Stakeholders Relationship Management	<ul style="list-style-type: none"> <li>• Build and maintain effective relationships with key internal and external stakeholders to communicate and collaborate for mutual benefit and organisational growth, particularly to realise NVE objectives and delivery.</li> <li>• Be a strong communicator and negotiator who can relate to and motivate a wide range of people.</li> <li>• Listen well and respond effectively. Present written and oral information concisely, ensuring people are well informed.</li> </ul>
Financial Management	<ul style="list-style-type: none"> <li>• Work to agreed budgets and proactively seeking the best financial options and outcomes for the delivery of the NVE project.</li> <li>• Assist with monthly, quarterly and annual reports and project reports as required.</li> </ul>
Personal and professional development	<ul style="list-style-type: none"> <li>• Keep up to date with professional information and literature.</li> <li>• Participate in all relevant training and development opportunities.</li> <li>• Identify personal development training opportunities and, in agreement with your manager, attend relevant training.</li> </ul>
Museum excellence	<ul style="list-style-type: none"> <li>• Adhere to Museum policies and procedures, guidelines and house rules.</li> <li>• Adhere to professional standards, practices and codes of ethics.</li> <li>• Promote excellent customer service by living the Museum's values and objectives.</li> <li>• Work to ensure the Museum is a responsible tourism destination.</li> <li>• Proactively seek continuous improvement to further enhance the visitor experience.</li> <li>• Promote and maintain excellent internal working relations.</li> <li>• Adhere to the Museum's health and safety practices and always remain aware of all health and safety matters.</li> </ul>
Record Management and Archiving	<ul style="list-style-type: none"> <li>• Create records, both paper and electronic, as appropriate to your role.</li> <li>• Take ownership of and responsibility for the management of your own Records and Archives following best practice records management procedures.</li> </ul>
Health, safety and sustainability	<ul style="list-style-type: none"> <li>• Maintain the highest standards of health and safety.</li> <li>• Take reasonable care that your own acts or omissions do not adversely affect the health and safety of other persons.</li> <li>• Report all accidents and reportable incidents.</li> <li>• Comply, as far as is reasonably able, with any reasonable instruction that is given to allow the organisation to comply with the Health and Safety at Work Act 2015 and its amendments.</li> </ul>

	<ul style="list-style-type: none"><li>• Co-operate with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to staff.</li><li>• Participate in Health and Safety training, including fire and evacuation training and participating in drills as required.</li><li>• Be aware of risks that may impact the role.</li><li>• Ensure compliance with security requirements.</li><li>• Act in a responsible and sustainable way, minimising our negative environmental impact.</li></ul>
Other Duties	<ul style="list-style-type: none"><li>• Undertake other duties commensurate with the role as reasonably requested by your manager from time to time. Perform such duties in a timely, accurate manner and in accordance with organisational policies and procedures.</li></ul>

**Tauwhāititanga Tangata | Person Specification**

<i>Knowledge, Skills, Experience</i>	<i>Essential</i>	<i>Desirable</i>
Proven success in project management and planning for complex projects.	✓	
Experience of contract management with a diverse range of providers.	✓	
Knowledge of and experience in exhibition design.	✓	
Experience working within a museum or a closely aligned sector.	✓	
High-level planning, problem-solving and analytical skills with strong time management and organisational skills. Analytical and observant.	✓	
The ability to undertake detailed planning whilst retaining an overview of the big picture.	✓	
Inclusive and decisive leadership, with a focus on supporting staff development whilst achieving required outcomes.	✓	
The ability to set objectives, clearly communicate them, hold people to account and ensure results are delivered.	✓	
Proven ability to engage and work effectively with staff at all levels.	✓	
Proven stakeholder management expertise. Integrity and the ability to establish credibility with a wide range of stakeholders.	✓	
Proven understanding of and commitment to health & safety and environmental impacts.	✓	
An understanding of and commitment to New Zealand's cultural heritage and Māori tikanga.	✓	
Excellent attention to detail, problem-solving and analytical skills.	✓	
Results driven and hands-on as required.	✓	
Initiative, vision, drive and an openness to ongoing learning.	✓	
Embraces vision and ideas whilst retaining an understanding of working within available resources.	✓	
Embraces cultural and thought diversity. Committed and ethical.	✓	
A relevant tertiary or professional qualification in project management, or equivalent experience.	✓	



organisational chart

