

POSITION TITLE

Education Assistant

LOCATION

Museum of Wellington City & Sea, Museums Wellington sites

POSITION STATUS

Fixed term contract (25 hours/week, school terms only)

POSITION OBJECTIVE

The purpose of this position is to provide education services at Museums Wellington sites.

KEY RESPONSIBILITIES

Based in the Museums Wellington offices in the Bond Store, the Education Assistant will be responsible to

- Assist in the development and delivery of informative and interesting tours at Museums Wellington sites including the Colonial Cottage Museum, the Museum of Wellington City & Sea and at the Cable Car Museum that receive consistently positive feedback from teachers and students.
- Administer bookings and record visitor information for the Ministry of Education's LEOTC contract.
- To assist as required in the preparation of material for the LEOTC contract's milestone report.
- To forge close working relationships both internally and with external education partners.
- Other tasks as required.

WORKING RELATIONSHIPS

Internal: The Education Assistant will:

- Be accountable to the Experience Manager, Museums Wellington
- Work under the direction of the Education Coordinator, Museums Wellington for the provision of the education service
- Work in a collegial manner with all other staff across the Trust.

External: The Education Assistant will:

- Develop and maintain positive relationships with individuals, groups and organisations relevant to the position including:
 - colleagues in equivalent positions in other cultural institutions particularly in the museum sector;
 - key Museum and Trust stakeholders.

DELEGATIONS

No delegations

KEY RESULT AREAS

Key Tasks and Accountabilities	Performance Measures
1. EDUCATION	
<ul style="list-style-type: none"> To develop (in consultation with other Education and Museum staff) school programmes and teacher's resources which effectively support learning at Museum Wellington sites 	<ul style="list-style-type: none"> All education programmes are planned effectively, achieving desired purpose and delivered to a high standard to meet LEOTC target numbers
<ul style="list-style-type: none"> To deliver interesting and informative education programmes for teachers and students which ensure target numbers are met and are evaluated. 	<ul style="list-style-type: none"> Education targets are met and positive feedback and evaluations are consistently received for teachers and students.
<ul style="list-style-type: none"> To administer bookings for the Museums Wellington Education Service and liaise effectively with teachers, sending resources in a timely manner 	<ul style="list-style-type: none"> Booking requests are responded to in a timely fashion and accurate booking information is recorded. Resources are received by teachers in a timely manner
<ul style="list-style-type: none"> To record visitor information for the Museums Wellington Education Service 	<ul style="list-style-type: none"> Student visit information is accurately recorded and presented to the requirements of the LEOTC contract and Trust reports
<ul style="list-style-type: none"> To maintain and use accurate and up-to-date mailing lists and databases for promotional purposes 	<ul style="list-style-type: none"> Database is maintained and contact details are kept up-to-date
2. SELF MANAGEMENT AND ORGANISATION	
<ul style="list-style-type: none"> Plans and manages own workload and works effectively without supervision 	<ul style="list-style-type: none"> Feedback from Manager is positive, desired results achieved
<ul style="list-style-type: none"> Prioritises tasks and manages time and resources to ensure desired results are achieved on time, within budget and to required standard 	<ul style="list-style-type: none"> Desired results achieved on time, within budget and to required standard
<ul style="list-style-type: none"> Maintains high quality documentation and provides accurate and timely plans and reports to the Collections Manager as required 	<ul style="list-style-type: none"> Timely, informative and accurate reports and documentation prepared and available
<ul style="list-style-type: none"> Participates in relevant training programmes, coaching and teaching others, and learning from others 	<ul style="list-style-type: none"> Self and team learning is optimised
3. RELATIONSHIPS	
<ul style="list-style-type: none"> Build effective networks and working relationships with key internal and external stakeholders 	<ul style="list-style-type: none"> Network established and positive feedback received re relationship
<ul style="list-style-type: none"> Representing the Trust at external forum, presenting a professional and positive image of the organisation 	<ul style="list-style-type: none"> Professional and positive image of Trust
<ul style="list-style-type: none"> Ensure service delivery exceeds customer 	<ul style="list-style-type: none"> Feedback from customers is that service exceeds expectations
4. OTHER	
<ul style="list-style-type: none"> Attend Museums Wellington events 	
<ul style="list-style-type: none"> Fulfil other duties as allocated by the Director and/or Experience Manager 	

COMPETENCY PROFILE

Core Competencies – Effective performance in the following core competencies is set out in the Core Competencies Guide below.

- Commitment/ Accountability
- Applying expertise/ Creativity & Innovation
- Customer focus
- Communicating effectively
- Working together/ Team work

Specialist Competencies

- Excellent teaching skills in classroom and museum environments – appropriate planning and delivery for different levels and subjects, group management skills. Good knowledge of current educational theory and curriculum developments.
- An understanding of Te Ao Maori, and sound pronunciation of basic Te Reo Maori as a minimum level of competency
- Computer skills – word, excel, internet applications
- Positive and flexible attitude
- Excellent oral and written communication – skilled at researching, preparing and delivering information to various audience levels and subjects areas.
- Good liaison and networks in the education communities.

SALARY

\$20,000 p.a.

CORE COMPETENCIES GUIDE

Commitment/ Accountability

Effective performance includes:

- Takes responsibility for own performance and development. (Prepares, participates, sets high standards, follows through, and is receptive to feedback).
- Takes responsibility for accurate budgeting and to operate within approved budget and delegated authority.
- Approaches change positively.
- Effectively handles conflicting and changing priorities. Is organized and manages time well.
- Displays professionalism, integrity, honesty and commitment to the Trust's vision and goals.

Applying Expertise/ Creativity & Innovation

Effective performance includes:

- Maintains currency and applies knowledge/skills/best practice/new technology/cultural and arts sector trends relevant to the position.
- Applies creativity and seeks innovative solutions to achieve desired outcomes.
- Shares expertise with colleagues and coaches/mentors new staff.
- Seeks appropriate professional development to enhance knowledge, skills or experience.
- Uses expertise to add value, to improve team or Trust performance and learns from mistakes.

Customer Focus

Effective performance includes:

- Demonstrates commitment to internal and external customers by actively listening and clearly identifying their needs.
- Responds promptly to customer needs, goes the extra mile, keeps them informed of progress and follows up.
- Maintains helpful, courteous working relationships with customers, even when the situation makes this difficult.
- Seeks feedback from customers and acts on it (e.g. follow up/refer on, identify and action service improvements).
- Looks for ways of making systems and processes more customer friendly.

Communicating Effectively

Effective performance includes:

- Conveys information clearly and concisely in a style and/or method of delivery which best meets the needs of the people receiving the message.
- Uses language and behaves in a way that recognizes cultural uniqueness.
- Creates open channels of communication, keeping people informed about events and decisions that affect them.
- Listens actively and attentively (e.g. asks appropriate questions to obtain, understand and confirm information, checks understanding of what others are saying, and observes to perceive underlying issues and concerns).
- Establishes and builds rapport with people at all levels both inside and outside Trust institutions to achieve benefits for the Trust.

Working Together/ Teamwork

Effective performance includes:

- Develops cooperative and supportive relationships with colleagues.
- Values, respects and consults team members and acknowledges their contribution.
- Builds enthusiasm throughout projects and encourages others to do the same.
- Participates in problem solving, discussions and communication to resolve differences and conflict.
- Maintains productive networks.
- Is accessible and approachable for colleagues.