

Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.

As DIA is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand’s past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

| What you will do to contribute | As a result we will see |
|--|--|
| <p>Event Planning</p> <ul style="list-style-type: none"> • Maintain thorough documentation for the initiation, planning and execution of events and media management. • Monitor event costs to ensure budget is managed effectively. • Where appropriate, liaise with venue hire, caterers, equipment providers, presenters and accommodation. • Monitor and manage event and venue bookings schedule and staffing • Coordinate a variety of public experiences and workshops as required | <ul style="list-style-type: none"> • Excellent design and consultation, detailed planning, and ‘run sheets’ that cover all venue and equipment, logistical and catering requirements. • Events run smoothly with adequate planning and resourcing • External service providers experience positive relations with the National Library • Excellent team communications |
| <p>Marketing and Communications Support</p> <ul style="list-style-type: none"> • Work with the Marketing Coordinator to ensure that full marketing / communications and social media plans are prepared • With Marketing Coordinator, manage booking numbers to track attendance • Liaise with Foundation and Partnerships Manager to identify partnership / funding opportunities • Be responsible for partnership acknowledgement and liaison • Capture images / photos and permissions Liaise with Retail Coordinator on cross promotion | <ul style="list-style-type: none"> • We increase attendance and have good analytics for future • We diversify our audiences • We leverage partnerships for wider reach • We have a good record of events and images for ongoing promotion |

| What you will do to contribute | As a result we will see |
|--|---|
| <p>Event Coordination and Delivery</p> <ul style="list-style-type: none"> • Work with the Operations Team to undertake effective on-site operational event organisation including: event set-up, logistical tasks and appropriate staffing • Meet and greet guests • Ensure presenters' needs are met; manage and trouble shoot issues • Assist the Operations Team to deliver large, significant or high profile events | <ul style="list-style-type: none"> • Clients expectations are exceeded • Problems are addressed swiftly and professionally • Guests receive excellent service and manaakitanga • High level of team trust and working relationships |
| <p>Quality Assurance and Continuous Improvement</p> <ul style="list-style-type: none"> • Coordinate post-event evaluation documentation • Ensure debrief reports are provided on each event to track performance and capture feedback • Facilitate event debriefs noting instances of service excellence or opportunities for improvement • Document and share insights gathered from community groups and event participants • Update distribution lists and records • Ensure visitor numbers and analytics are recorded • Monthly reporting information is completed | <ul style="list-style-type: none"> • The Public Programmes team work collaboratively and respond to the market • We learn from previous events and build on success • We expand and diversify our audience and have sound knowledge of effective promotion |
| <p>Health and safety (for self)</p> <ul style="list-style-type: none"> • Work safely and take responsibility for keeping self and colleagues free from harm • Report all incidents and hazards promptly • Know what to do in the event of an emergency • Cooperate in implementing return to work plans <p>Health and safety (for public)</p> <ul style="list-style-type: none"> • Ensure prompt and accurate reporting and investigation of all workplace incidents and injuries • Assess all hazards promptly and ensure they are manage | <ul style="list-style-type: none"> • A safe and healthy workplace for all people using our sites as a place of work. • Health and safety guidelines are followed |

| Who you will work with to get the job done | | Advise | Collaborate with | Influence | Inform | Manage/lead | Deliver to |
|--|---|--------|------------------|-----------|--------|-------------|------------|
| Internal | Director Public Engagement | ✓ | ✓ | | ✓ | | ✓ |
| | Manager Public Experience | ✓ | ✓ | | ✓ | | ✓ |
| | Public Engagement Staff | ✓ | ✓ | | ✓ | | |
| | Te Puna Foundation and Partnerships Manager | ✓ | ✓ | | ✓ | | |

| Who you will work with to get the job done | | Advise | Collaborate with | Influence | Inform | Manage/lead | Deliver to |
|--|--------------------------------------|--------|------------------|-----------|--------|-------------|------------|
| | Other National Library and DIA Staff | ✓ | ✓ | | ✓ | | |
| External | Public | | | | | | ✓ |

| Your delegations | |
|---|------|
| Human Resources and financial delegations | None |
| Direct reports | None |

| Your success profile for this role | What you will bring specifically |
|---|---|
| <p>At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is Valued Contributor.</p> <p>Keys to Success:</p> <ul style="list-style-type: none"> • Customer Focus • Continuous improvement • Teamwork and peer relationships • Action oriented • Self-development and learning • Functional and technical skills | <p>Experience:</p> <ul style="list-style-type: none"> • Experience in organising visitor experiences in a library or similar context • Experience working in a fast paced, dynamic environment • Experience in community and audience engagement • Prior experience of delivering marketing and promotional campaigns <p>Knowledge:</p> <ul style="list-style-type: none"> • Appreciation for the work of the National Library which celebrates New Zealand history, creativity and heritage • Knowledge of te reo Māori me ona tikanga Māori desirable <p>Skills:</p> <ul style="list-style-type: none"> • Demonstrated skills in event planning, logistics and delivery • Excellent interpersonal and communication skills – written and verbal • Excellent organisation, time management skills with attention to detail • High level of proficiency in the use of standard application software such as Microsoft Office Suite <p>Other requirements:</p> <ul style="list-style-type: none"> • A flexible approach to work hours is necessary - there will be after hours work • Full drivers licence |