# Pacific Virtual Museum Pilot Programme Content Analyst

## National Library of New Zealand, Digital New Zealand, Information and Knowledge Services

The Pacific Virtual Museum Pilot Content Analyst is responsible for the day to day relationship management of our content partners in contributing metadata to digitalpasifik.org so that their content is easier to find, share and use. The wide-ranging role has responsibility for growing the quantity and quality of metadata available through www.digitalpasifik.org. As a DigitalNZ team member the role also works with other team members on activities such as user-testing and service promotion.

* Reporting to: Programme Manager, Pacific Virtual Museum Pilot Programme

Location: National Library of New Zealand, Wellington

* Salary range: Information Management F

What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it’s all about helping to make New Zealand better for New Zealanders.

How we do things around here – our principles

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| This is an icon for our three principles, 'We make it easy, we make it work,' 'We're stronger together,' and 'We take pride in what we do.' | We make it easy, we make it work * Customer centred
* Make things even better
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| We’re stronger together * Work as a team
* Value each other
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| We take pride in what we do * Make a positive difference
* Strive for excellence
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Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. 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 |
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| **Day to day management of digitalpasifik.org content partner relationships*** Taking new content partners through the process of joining digitalpasifik.org including confirming participation agreements.
* Advising content partners on practices to increase discoverability and re-use of their content & metadata.
* Managing the digitalpasifik.org relationship management database.
* Coordinating and responding to all queries from potential and current content providers.
 | * Content partners are delighted by a smooth and efficient on-boarding process.
* Content partners have clarity on requirements for their metadata to become part of digitalpasifik.org.
* Content partner enquiries are dealt with quickly and efficiently as required.
* digitalpasifik.org has a well maintained and current view of all Content Partner communications and contact details.
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| **Supporting the smooth running of the Pacific Virtual Museum pilot programme*** Actively promoting digitalpasifik.org services to potential content partners and customers via social media and other forums.
* Providing technical support to organisations and customers using the digitalpasifik.org site.
* Contributing to user-testing and user-research activities.
 | * Awareness of digitalpasifik.org is increased amongst customers.
* digitalpasifik.org collections and content partner growth are contributed to.
* Content partner technical queries are dealt with efficiently.
* digitalpasifik.org is aware of any technical changes from content partners so that we can respond to them (e.g. a change to a content partner API).
* New features and bug fixes are high quality due to contribution to user research.
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| **Day to day technical responsibilities*** Working alongside the DigitalNZ Data and Content Analyst to set up and maintain metadata harvests by establishing, configuring, scheduling and running harvests using the Supplejack harvesting system.
* Reporting on bugs and suggested enhancements to digitalpasifik.org services.
* Testing updates and enhancements to digitalpasifik.org online services.
* Producing both business and technical process documentation.
* Preparing reports on activities including metadata management.
* Updating the digitalpasifik.org website as required.
* Identifying inefficiencies in business and technical processes and recommending and implementing improvements to make things easier and make things work.
 | * The digitalpasifik.org site is well supported in maintaining the quality, currency and smooth running of all harvests.
* New features and bug fixes are high quality.
* Documentation is relevant and up to date.
* digitalpasifik.org website content where relevant to metadata is kept up to date.
* digitalpasifik.org Data Analyst and Programme Manager are aware of bugs and suggested enhancements in a timely manner.
* Inefficiencies in processes are brought to light.
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| **Health and safety (for self)*** 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
 | * A safe and healthy workplace for all people using our sites as a place of work.
* Health and safety guidelines are followed
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|  | Advise | Collaborate with | Influence | Inform | Manage/lead | Deliver to |
| --- | --- | --- | --- | --- | --- | --- |
| Who you will work with to get the job done |
| Internal | Director, Digital Experience  | ✓ | ✓ | ✓ | ✓ |  | ✓ |
| Manager, Pacific Virtual Museum Pilot Programme | ✓ | ✓ | ✓ | ✓ |  | ✓ |
| Pacific Virtual Museum Pilot Programme team | ✓ | ✓ | ✓ | ✓ |  | ✓ |
| Digital New Zealand Team | ✓ | ✓ | ✓ | ✓ |  | ✓ |
| All National Library & DIA Managers and staff | ✓ | ✓ | ✓ | ✓ |  | ✓ |
| External | DigitalNZ content partners (current and potential | ✓ | ✓ | ✓ | ✓ |  | ✓ |
| Pacific Virtual Museum Steering Committee | ✓ |  |  | ✓ |  | ✓ |

| Your delegations  |
| --- |
| Human Resources and financial delegations | N/A |
| Direct reports | N/A |

| Your success profile for this role | What you will bring specifically |
| --- | --- |
| 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](http://www.dia.govt.nz/diawebsite.nsf/Files/DIA_Profile_Valued_Contributor_v7/%24file/DIA_Profile_Valued_Contributor_v7.pdf).**Keys to Success:*** Customer Focus
* Continuous improvement
* Teamwork and peer relationships
* Action oriented
* Self-development and learning
* Functional and technical skills
 | **Experience:** * Experience and a high level of comfort working in an IT environment.
* Experience of agile project management methodologies
* High level of experience in relationship management with external customers that can demonstrate a positive and engaging attitude that customers, partners, and users will be drawn to.
* Can demonstrate an interest or passion in making content easier to find, share and use for Pacific people.
* Experience working with XML and JSON data formats

**Knowledge:*** Awareness of metadata standards and formats such as Dublin Core, XML – or an ability to get up to speed with these quickly
* Familiarity with a range of media and digital content types, including audio and sound formats, multi-media formats, document formats etc.
* Understanding of XML and JSON data formats.
* Can demonstrate knowledge of usage rights, licensing and copyright issues in relation to digital content.

**Skills:*** Leadership skills that demonstrate confidence for the day to day management of digitalpasifik.org content partner relationships.
* Strong relationship management and networking skills – able to quickly establish, build and maintain effective working relationships
* An aptitude and enthusiasm for learning new technical skills such as basic scripting
* Excellent verbal and written communication skills
* Ability to ensure high levels of customer satisfaction and engender trust among stakeholders
* Ability to communicate technical concepts in plain language
* Interpersonal skills, able to adjust style to the needs of the audience, able to influence to ensure outcomes focussed solution
* Is organised, flexible and can work effectively in a fast paced, agile, work environment.
* Seeks out creative solutions; uses initiative to recognise and advocate improvements in process; originates new ideas or methods;
* Outcomes focussed – is productive and innovative, solves problems whilst managing risks, effectively communicated desired outcomes, follows through and implements initiatives

**Other requirements:*** A tertiary qualification OR commensurate experience in an information management-related discipline, plus 3 or more years relevant industry experience.
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