Tō Mātau Moemoeā Our Vision is to use the past, present and future technology and ingenuity of Aotearoa to educate and inspire the innovators of tomorrow.

- KIA WHAKATŌMURI TE HAERE WHAKAMUA -

Position: Technology in Action Manager

Reports to: Head of Public Programmes

PURPOSE OF THE ROLE

The Technology in Action Manager ensures the safe and regular operation of collection and non-collection items, included but not limited to the operation of the MOTAT tramway and railway, steam vehicles, and machinery, military vehicles, and the MOTAT Pumphouse to support the visitor experience. In addition, the incumbent operates as the site coordinator on a rostered basis, completing site checks and maintaining oversight of the MOTAT sites from a visitor perspective.

This position is accountable for the management and rostering of all collection operators (MOTAT employees and volunteers) and is the operational leader of collection operations at MOTAT. Working closely alongside the People, Culture & Wellbeing team, Head of Collection Workshops, Senior Workshop Engineers, and Public Programmes team, this is an integral position at MOTAT and an identified role in MOTAT's safety case.

Reporting into this position are all collection operators across MOTAT, including the tram drivers and steam operators.

RESPONSIBILITIES

- Manage MOTAT's Collection Operations team, fostering collaboration and mutual support among the various employees, to achieve the shared objective of having an operating collection at MOTAT.
- Ensure the safe and regular operation of collection and non-collection items at MOTAT aligned to the achievement of the Museum's Annual Plan and Strategy.
- Coordinate site operations on a rostered basis. On days rostered as the site coordinator:
    - Complete daily site checks; addressing any issues that may impact on MOTAT visitors before 10:00am.
    - Escalate site operations issues to the relevant manager, as required.
    - Maintain a holistic view of MOTAT site activities to ensure that operations are efficient and completed in a manner that has minimal impact on MOTAT visitors.
    - In all instances keep the visitor front of mind, ensuring that the visitor impact is communicated when addressing site operations opportunities and issues.
- Lead the development and delivery of the collection operations plan, to allow more heritage vehicles, machinery, and objects to be operated across the Museum.
- Work with the Registry and Collection Workshops team to select items from the collection for operation across the MOTAT sites.

- Proactively work with the Collection Workshops team to ensure that operational objects are available for operation as much as possible, seeking to both plan for and minimise repair and maintenance downtime.
- Work with the People, Culture & Wellbeing team to develop training programmes that meet the needs of the collection operation at MOTAT.
- Ensure that all team members (employees and volunteers) receive the appropriate training.
- Identify non-collection objects that may be operated to enhance the visitor experience, writing appropriate business cases to support the inclusion in the collection operations plan.
- Identify opportunities to incorporate te ao Māori in MOTAT's operation offers, seeking advice and expertise as required, and growing capability of the Technology & Action team.
- Work with other Public Programmes team members to develop and deliver a programme of collection operations activities throughout the year to engage customers across the MOTAT sites.
- In consultation with other managers in the Museum Experience hub, set and adhere to a schedule of collection operating days.
- Manage the rostering of collection operations crew members (tramway and railway), drivers, and operators and clearly communicate this roster to both the operators and others in the MOTAT Team.
- Ensure that a designated person (or persons) is in control of the collection operations on every day that the Museum is open to the public.
- Monitor visitor experience and numbers in relation to collection operations and seek continual improvement in this area.
- Ensure that collection and non-collection operations are operated in accordance with the relevant safety case, health and safety legislation, and all relevant regulations.
- Assist the Safety & Wellbeing Advisor with the development and regular update of safety cases for the MOTAT tramway and the railway to ensure that operations remain effective.
- Proactively work with the People, Culture & Wellbeing team to establish SOPs for operating objects.
- Effectively manage the Technology in Action team to:
    - Operate the MOTAT tramway, railway, and other items as an integral part of the MOTAT experience.
    - Care for all operating collection items to ensure that they are treated in accordance with agreed standards.
    - Maintain comprehensive records of all activities undertaken in relation to collection operations.
    - Investigate and promptly resolve all incidents and accident related to collection operations.
    - Accurately document all work on collection items.
    - Meet customer service standards in relation to all collection operations.
    - Develop a system of continuous improvement for collection operations across MOTAT.
- Take responsibility, through the management of the Technology in Action team, for the safe operation of collection items across the MOTAT site.
- Ensure that the necessary internal approvals / agreements are sought, gained and implemented for all collection operations related activities.
- Ensure that the Museum's Collection Management standards are adhered to.
- Ensure that Health & Wellbeing is an integral element of collection operations planning.
- Ensure that the collection operations are monitored to ensure consistent delivery against plan.
- Stay current with required standards for the operation of heritage vehicles and machinery and museum best practice.

- Embrace a mindset of continuous improvement in understanding and implementing the principles of Te Tiriti o Waitangi.
- Model behaviours consistent with MOTAT values.
- Comply with all museum policies and procedures including but not limited to Safety & Wellbeing and the Museums Aotearoa's Code of Ethics.
- Undertake any other reasonable duties as may be required from time-to-time to ensure that MOTAT's business objectives are met.

KEY PERFORMANCE INDICATORS

- Development, implementation, and effective communication of an integrated Technology in Action plan.
- Work across the Museum to ensure seamless delivery of collection operations that involve cross-hub collaboration and formally review the results of each major event on a quarterly basis to the Head of Public Programmes.
- Timely completion of all research, costings, and concept presentations to the Public Programmes team.
- Effective and timely completion of key deliverables, on budget and on schedule.
- Achievement of annual targets and visitor experience targets.

KEY RELATIONSHIPS / DELEGATED AUTHORITY

Responsible for: Tram Drivers, Steam Operators, Collection Operations volunteers

Internal Liaison: Public Programmes, Collection Workshops, Registry, People, Culture & Wellbeing, MOTAT Team

External Liaison: Waka Kotahi, WorkSafe, Other Regulatory Bodies

BUDGETARY AUTHORITIES

$5,000

SKILLS & EXPERIENCE

- Demonstrated experience leading and rostering teams, ideally in a visitor-focussed environment.
- Experience managing projects and budgets and working to fixed timelines with a high-degree of organisation and attention to detail.
- Highly developed interpersonal skills with a demonstrated ability to relate to people and excellent written and oral communication skills.
- Demonstrated ability to influence and communicate with people at all levels of the organisation.
- Strong people management skills.
- Ability to coordinate diverse and varied skillsets, ideally in an environment where casual employees or volunteers have been part of the team.
- Intermediate to advanced IT skills; in particular advanced Excel skills would be highly regarded.
- Experience working in a complex health and safety environment (preferred).

Ō MĀTAU UARA *OUR VALUES*

AUAHATANGA *INNOVATION*	We will be courageous and try new things.
NGĀTAHITANGA *COLLABORATION*	We will work as a team that respects and supports others.
MOTUHĒHĒTANGA *INTEGRITY*	We will act ethically and with respect and transparency.
PŪMAUTANGA *SUSTAINABILITY*	We will foster knowledge and promote technology that is beneficial to our community and environment.

This document covers the broad results expected from the position and will form the basis of specific objectives to be agreed and reviewed on a regular basis.