



HERITAGE NEW ZEALAND
POUHERE TAONGA

Tairangahia a tua whakarere; Tatakihia nga reanga o amuri ake nei
Honouring the Past; Inspiring the Future

POSITION DESCRIPTION

Job Title	Manager Heritage Assets (Northern /Central or Southern)
Directorate/Team	Heritage Assets Northern /Central /Southern, Operations
Report To	Director Northern /Central /Southern
Role Purpose	The Manager Heritage Assets is responsible for improving Heritage New Zealand Pouhere Taonga's commercial position and achieving financial growth for the properties in the portfolio by building key customer relationships and identifying business opportunities.
Direct Reports	Property Leads
Key Relationships	Internal – Director Northern /Central or Southern, staff in the heritage assets team and wider regional team and operations directorate, organisational development team, corporate services team, volunteers. External – visitors, tourism sector, Iwi and Hapu, contractors, Department of Conservation, Local Authorities, community groups, business sector.

Key Responsibilities

	Deliverables/Outcomes
Performance Accountability (1)	<p><u>Strategy and business management:</u></p> <p>Develop and implement strategies and asset management plans for conservation, promotion and management of the properties and their associated collections.</p> <p>Ensure that the properties are managed in terms of the conservation and property management plans.</p> <p>Plan and manage the implementation of repairs and maintenance and development and interpretation projects in conjunction with the Property Lead.</p> <p>Develop strategies to market the properties successfully and increase their visibility.</p> <p>Manage unstaffed properties consistent with business</p>

	<p>planning priorities.</p> <p>Oversee management of the properties including financial and non-financial performance indicators.</p> <p>Design and implement projects aimed at marketing the properties as heritage destinations, enhancing the interpretation at the properties in order to appeal to a wider range of visitors both physical and virtual.</p> <p>Oversee site work contracts where required.</p>
Performance Accountability (2)	<p><u>Partnerships</u></p> <p>Develop strategies for the maintenance and development of good relationships with relevant community groups in order to support the work of the properties.</p> <p>Assist staff to develop partnerships within the tourism industry.</p> <p>Identify and secure appropriate sources of financial resources for the properties in collaboration with the Director Northern/Central/Southern and the Manager Asset Funding.</p>
Performance Accountability (3)	<p><u>Business Management</u></p> <p>Oversee management of the properties including financial and non-financial performance indicators.</p> <p>Implement the business plan and manage contracts at un-staffed properties.</p> <p>Ensure that contracts and arrangements with suppliers and users of the property are cost effective.</p>
Performance Accountability (4)	<p><u>Staff development and relationship management</u></p> <p>Provide leadership to staff in a principled, positive and performance oriented manner.</p> <p>Maintain positive and constructive working relationships and encourage collaboration across the Heritage Assets team.</p> <p>Provide performance management and professional development opportunities to property staff within current Heritage New Zealand policies and procedures.</p>
Internal and External Relationship Management	<p>Establish and maintain positive professional relationships internally and externally (particularly with stakeholder agencies).</p>
Bi-cultural Responsiveness	<p>Ensure that the Treaty of Waitangi (Te Tiriti O Waitangi) and the vision for Maori Heritage (Tapuwae) are promoted.</p>

	Have an awareness and sensitivity towards the cultural and spiritual values associated with Heritage New Zealand properties.
Health and Safety	<p>Ensures all requirements of health and safety are exceeded.</p> <p>Manage contracts in accordance with the Heritage New Zealand Health and Safety Policy and the requirements of the Health and Safety at Work Act 2015.</p> <p>Report any accidents or workplace incidents promptly.</p> <p>Ensure that hazards in the property/properties are Identified and where possible eliminated, isolated or minimised.</p>
Organisational Policies and Procedures	Establishes and maintains an understanding of the organisation's policies and procedures, and abides by them – e.g. information management, finance etc.

Person specification - Essential Competencies and Attributes

Management/Leadership	<p>Displays a high level of commitment to meeting the needs and aspirations of Heritage New Zealand's visitors and stakeholders.</p> <p>Displays personal and professional enthusiasm for and commitment to the mission of Heritage New Zealand.</p> <p>Displays creativity and innovation in achieving objectives</p> <p>Capable of working both independently and collaboratively</p> <p>Coaches, mentors and motivates staff through project and property management responsibilities</p> <p>Displays a high level of emotional intelligence</p> <p>Resolves issues in a solution focussed timely manner.</p>
Professionalism	<p>Demonstrates honesty, integrity, commitment and loyalty in behaviour and work performance.</p> <p>Sets high standards of excellence and quality of performance in both self and others.</p> <p>Is forward-thinking and committed to seeking positive heritage outcomes, pro-active approaches and innovative responses.</p> <p>Provides information in a timely way about activities that impact on the work of the regional team.</p> <p>Makes recommendations and decisions on appropriate information.</p>
External Relationship Building	Builds and maintains positive and constructive working

	<p>relationships externally.</p> <p>Achieves clear and effective two way communication with a wide range of people in all situations.</p> <p>Is respectful to the needs of the organisations customers and stakeholders.</p>
Team Relationships	Fosters and exhibits a strong team spirit, as a leader and team member.
Organisational Behaviours and Values	Demonstrates the organisational behaviours and values.

In everything we do, Heritage New Zealand Pouhere Taonga staff demonstrate the following behaviours:

- **Tairangahia – Honouring and Respectful**
- **Kotahitanga – Collaborative and Unified**
- **Tatakihia –Inspiring and Progressive**
- **Manaakitanga – Considerate, Demonstrates Integrity and Authoritative**

Desired Qualifications and Professional Experiences

Professional Experience and Credibility	<p>Business and financial acumen.</p> <p>Experience in managing staff.</p> <p>Understanding of the Health and Safety at Work Act 2015.</p> <p>High level oral and written communication skills.</p> <p>Proven ability to create growth and maximise revenue generating opportunities.</p> <p>Strong networking skills.</p> <p>Drivers Licence.</p>
A tertiary qualification	Desirable in a relevant discipline, such as business, management, historic property management, heritage conservation, tourism, marketing.