Executive Assistant Kaupapa Māori

Position Description

Directorate:	Kaupapa Māori	
Reports to:	Deputy Chief Executive (DCE) Kaupapa Māori	
Delegated Authority:	**Financial**	Nil
	Human Resources	Nil

Tuia te tangata, tuia ngā kōrero, tuia ngā taonga

Connecting people, taonga and stories

Te Papa is Aotearoa New Zealand's national museum and a proud symbol of our shared identity, history, and aspirations. As a vital piece of national infrastructure, Te Papa is more than a cultural institution - it is a living, evolving space that anchors our collective memory while shaping the future. We are committed to excellence, relevance, and impact, recognising that public investment in Te Papa is a shared commitment to innovation, inclusivity, and national pride.

Guided by our bicultural foundation and global outlook, we are dedicated to sharing New Zealand's unique stories with the world. Our strategic direction focuses on deepening our investment in collections, research, people, infrastructure, and partnerships. Central to this is our commitment to Mana Taonga, ensuring communities are actively involved in the care and interpretation of their cultural heritage.

Our enduring partnership with Tangata Whenua and the embedding of Te Tiriti o Waitangi into our practices are fundamental to our identity. As we continue to evolve, we remain focused on delivering meaningful experiences for all New Zealanders and visitors, ensuring Te Papa remains a sustainable, world-class museum for generations to come.

Ka pēhea tō whai wāhi atu

The Directorate

The Kaupapa Māori directorate uplifts Te Papa engagement with Māori – iwi, hapū, whānau, marae, hāpori, mana whenua, Māori organisations and individuals. It supports meaningful relationships, helping Te Papa and its teams to engage with Māori to ensure we uphold our Mana Taonga and Te Tiriti responsibilities, and support Māori communities and organisations to engage with Te Papa to connect with their taonga and tīpuna, and achieve their own aspirations. The directorate enables opportunities for meaningful partnership, collaboration and engagement across the museum, and is responsible for embedding the Te Tiriti dimension across Te Papa and implementing Te Tiriti o Waitangi Kaupapa Here policy.

The directorate supports the embedding of whakaaro Māori into Te Papa governance, strategy and delivery. It is responsible for several important kaupapa, including the Iwi in Residence programme, the Karanga Aotearoa Repatriation Programme, and the museum's contribution to Te Tiriti o Waitangi settlement negotiations and post settlement relationships, and other engagement with Crown agencies relating to partnership and engagement with Māori.

The directorate provides strategic and cultural guidance and support across the whole organisation, to uphold tikanga, te reo Māori, encourage the application of our Mana Taonga principle in all our mahi, and care for and manage our marae Rongomaraeroa.

Ko te āhua e whai hua ai te tūranga
Position purpose

The Executive Assistant is responsible for the delivery of highly effective executive support to the Deputy Chief Executive (DCE) Kaupapa Māori to enable them to achieve strategic and operational objectives.

The position supports the DCE to manage competing priorities and achieve results through proactive streamlined support. This includes diary and email management, response and activity coordination and monitoring, information and document support, administrative process improvement, and event management.

This will be achieved by maintaining an excellent knowledge of the DCE's and Directorate priorities, maintaining strong stakeholder relationships and demonstrating sound professional discretion and judgement.

The Executive Assistant also provides wider administrative support to the managers and kaimahi of the Kaupapa Māori Directorate, providing administrative and programme support as required, including supporting the Karanga Aotearoa Repatriation programme.

The position works with a range of internal and external stakeholders, including the Kaupapa Māori leaders, Iwi, Moriori, the Repatriation Advisory Panel and other Executive Assistants and coordinators across Te Papa.

Ka kawea e koe te aha ki ētahi atu
Key relationships

Internal

- Deputy Chief Executive Kaupapa Māori
- Kaupapa Māori leaders
- Kaupapa Māori directorate
- Executive Leadership Team
- Other Te Papa managers and staff
- Kaimahi Māori

External

- Manuhiri/Visitors to Deputy Chief Executive Kaupapa Māori
- Repatriation Advisory Panel
- Iwi partners, Moriori and community groups
- Māori organisations
- Local and central government offices and agencies
- Service providers
- Other stakeholders as appropriate

- A demonstrated respect for and valuing of cultural knowledge, skills, and experiences in the application of tikanga Māori, te reo Māori, Te Tiriti o Waitangi and our Mana Taonga principle in daily work.
- Proven experience at providing a high level of executive support.
- Advanced level of administrative and technical skills including diary management, information technology including an advanced knowledge of MS Office suite and governance tools.
- Advanced secretariat skills including compiling agendas, minute taking and communicating decisions.
- Experience in a multi-disciplinary organisation with excellent understanding of the business and providing high level executive support in a Māori context.
- Organised and systematic, sound planning skills with the ability to prioritise work.
- Flexibility, discretion and proven ability to use judgement and initiative and respond effectively in a complex, political and cultural environment (internal and external).
- Well-developed communication skills and interpersonal skills including the ability to persuade and influence people (both written and verbally) internal and external to the organisation.
- Output orientated with proven ability to deliver efficiently and gain outcomes through constructively influencing others.
- Excellent networking and relationship management skills with a wide range of stakeholders including Iwi and Moriori.
- Strong knowledge of tikanga Māori and an intermediate level of te reo Māori.

Desirable

- Commitment to ongoing learning that strengthens the understanding of Te Tiriti, tikanga, te reo Māori, and Mana Taonga practice.

Ō mātau whāinga
Our expectations

The following Behavioural Competencies are expected from non-management kaimahi across Te Papa.

Navigating for the future	Engaging others	• Adapt your approach/style to build trust and meet the needs of others • Work in partnership with our external stakeholders to achieve our strategic priorities • Respect others

Stewardship	Enhancing organisational performance	• Help to create an environment where Te Tiriti can flourish:
		  ○ Role-model Te Tiriti-aligned behaviours, contribute to team capability, confidence, and cultural centredness, integrate Te Tiriti into planning, performance, and decision-making.
		  ○ Demonstrate Te Tiriti responsibilities through ongoing learning and the consistent use of Te Tiriti tools, resources, and guidance, strengthening everyday practice and contribution to Te Tiriti-aligned outcomes
		• Make improvements

Identifying and developing our people	Developing talent	• Lifelong learner
Making it happen	Achieving ambitious goals	• Achieve high quality results • Support and contribute to an environment of excellence
Leadership character	Curious	• Adjust quickly to new situations, changing circumstances and requirements • Open to information and opinions that differ from your own • Have a positive attitude • Persevere in the face of resistance, obstacles and setbacks • Actively listen, show sensitivity and empathy
	Honest and courageous	• Open with other team members about concerns • Demonstrate courage where necessary to achieve results • Behave with integrity • Maintain confidentiality of information • Take accountability for your own actions • Act in accordance with Te Papa's Code of Conduct, Museums Aotearoa's Code of Ethics and the Te Kawa Mataaho | Public Service Commission's Code of Conduct - Standards of Integrity and Conduct • Quickly and constructively address inappropriate behaviour
	Resilient	• Regularly communicate with your manager to ensure a sustainable and reasonable workload • You are aware of own response to stress and communicate any issues to your manager or another suitable person • Take responsibility for own physical and mental well being • Have the confidence to ask for help when necessary
	Self-aware and agile	• Understand your own strengths, capabilities and opportunities for development • Know your learning style and behavioural patterns and how to work best with others • Have a credible, self-assured and confident manner • Open to receiving help from others • Resolve conflict and differences on opinion in a positive manner

Ka kawea e koe te aha
Key accountabilities

- Honours Te Tiriti o Waitangi and supports the principle of Mana Taonga.
- Provides the Deputy Chief Executive with highly effective executive support to enable them to achieve strategic and operational objectives.
- Provides administrative and coordination support across the Directorate, including supporting the Karanga Aotearoa programme.
- Establish and maintains relationships with key internal and external stakeholders and provide manaakitanga for Kaupapa Māori manuhiri, kaumātua, kuia, and VIPs.
- Contributes to team/directorate operational delivery.
- Collaborates with others, lifts own performance, productivity and impact, and champions a culture of collective responsibility.
- Build and nurture influential relationships with a customer centric focus.
- Support risk management for the team.

Ka kawea e koe te aha
Accountabilities

Focus Area	Accountabilities
Te Tiriti o Waitangi and Te Ao Māori	Embeds Te Tiriti o Waitangi and champions the Mana Taonga principle. • Incorporates Te Tiriti core commitments and outcomes into everyday practice. • Demonstrates Te Tiriti responsibilities through ongoing learning and use of Te Tiriti tools, resources, and guidance. • Ensures tikanga Māori, based on te ao Māori values, is followed in individual and collective workplace practices and places including Rongomaraeroa. • Contributes to the design and embedding of te reo Māori across organisational spaces, services, and experiences so it is consistently spoken, heard, read, valued and celebrated by staff and visitors.
Executive Support	Provide proactive, professional, and highly effective executive support that enables the DCE and directorate to achieve strategic and operational objectives. • Maintain an up-to-date awareness of all key activities and projects occurring within the Directorate. • Manage the DCEs emails effectively, ensuring they are able to quickly access relevant emails and queries are managed appropriately (e.g. forwarded to the appropriate person, responded to or highlighted for attention). • Manage the DCE's diary, meetings, travel arrangements, and commitments. • Support the DCE in managing competing priorities and commitments. • Ensure the DCE is appropriately briefed and prepared for meetings and key engagements. • Arrange and manage hui, functions and events to agreed standards, including preparing agendas and minute/ action management as required. • Prepare, format, and quality-assure reports, presentations, briefing papers, correspondence, and other documentation. • Monitor actions arising from meetings and ensure timely follow-up and completion.

	• Proactively inform relevant parties of all necessary information, and follow up as necessary. • Establish and continuously improve administrative systems and processes to support organisational effectiveness across the Directorate. • Manage confidential and sensitive information with discretion and professionalism. • Coordinate and support the delivery of projects and initiatives to ensure agreed outcomes, timelines, and organisational objectives are achieved. • Keep the DCE informed of project progress (as allocated), achievements, risks, issues, and decisions requiring escalation.
Directorate and KARP Support	Provide administrative and coordination support across the Directorate, with a key focus on supporting the Karanga Aotearoa Repatriation Programme. • Provide administrative and daily operational support services across the wider Kaupapa Māori directorate, including to support governance-related and project-specific meetings. • Book travel across the Directorate and support travel coordination, for the Repatriation Advisory Panel, and for the physical repatriation of kōiwi tangata Māori/kōimi tchakat Moriori to New Zealand and to Iwi Māori/Imi Moriori.
Operational Delivery	Contributes to the Kaupapa Māori team through operational delivery that: • Aligns to the Rautaki • Reflects Te Tiriti o Waitangi and the Mana Taonga principle • Looks to the future and adapts to changes in the internal and external operating context for the team and Te Papa • Creates a new level of performance and/or operational environment • Places customers, manuhiri/visitors at the centre • Is holistic and connects all parts of the organisation • Focuses on real outcomes and impacts.
Team Contribution	Contribute as a member of the Kaupapa Māori team and be responsible for contributing to the unique work required of the team, and the directorate. They are expected to: • Collaborate with other members of the team, directorate, and or across directorates to progress organisation-wide initiatives, cross-functional projects and organisation development activities. • Provide input into development and improvement of procedures, systems, processes, and ways of working. • Ensure an integrated approach to team programmes and projects by providing input to team operational plans that are future focused and kaupapa driven. • Participate in cross disciplinary teams as and when required. • Present solutions that deliver impact as measured by Te Papa's Performance Framework. • Transfer knowledge and skills, share information with and/or train team members and other Te Papa staff as needed. • Provide back-up assistance to other team members as required. • Lift own performance, productivity and impact.

	• Ensure the organisational Uara/Values are reflected in everyday work, so we know that how we work matters. • Participate in setting yearly objectives and targets to improve the health, safety and wellbeing for you. • Comply with Health & Safety legislation, policies etc and prioritise safe practices, challenge complacency, and champion a culture of collective responsibility. • Work cooperatively with other members of the leadership support team and provide cover as required.
Stakeholder Engagement	Build and maintain influential relationships with internal and external stakeholders, with a strong customer and manuhiri focused approach. • Draw on established networks and business relationships. • Represent and positively promote Te Papa, its vision and objectives, to build stakeholder engagement and support. • Make sure that positions are clear, that commitments are met, and problems and issues are resolved effectively. • Establish and maintain relationships with key internal and external stakeholders and provide manaakitanga for Kaupapa Māori manuhiri, kaumātua, kuia and dignitaries.
Risk Management	Supports risk management for the team. • Ensure safety, business continuity, and compliance. • Identify potential risks and mitigation strategies. • Monitor compliance with solutions and escalate risks or issues to your manager, when appropriate. • Make sure appropriate systems and procedures are in place to protect the interests of the team and to meet all statutory obligations.