



Job Title:	Customer Supply Advisor - Kaitohutohu Ratonga Kiritaki	Department:	Share and Promote
Report lines:			
Direct Reports: 0	Reports To: Manager Customer Service and Insights	Key Stakeholders: Internal and External Customers Share and Promote Group Public Programmes and Partnerships Team Ngā Taonga Employees	

About Ngā Taonga Sound and Vision

The New Zealand Archive of Film, Television and Sound Ngā Taonga Whitiāhua Me Ngā Taonga Kōrero (operating under the name Ngā Taonga Sound & Vision) is an independent charitable trust overseen by a Board of Trustees representing film, television, radio, archival, Māori and community interests.

Ngā Taonga is New Zealand's audiovisual archive. We save and cherish the stories, creativity and history of Aotearoa New Zealand in sound and moving images. With strong values of connection, conservation and commitment our purpose is to collect, preserve, care for and share Aotearoa New Zealand's audiovisual taonga. Our kaupapa expresses our commitment to the principles of the Treaty of Waitangi and reflects Māori and Pākehā perspectives, language and aspirations. It guides the way we work with each other, with audiovisual taonga and with those connected with them.

Position Purpose

The purpose of the Customer Supply Advisor - Kaitohutohu Ratonga Kiritaki role is to respond to internal and external requests for access to the collections, while providing a consistent high level of customer service.

As part of the Customer Service & Insights team, the Customer Supply Advisor manages client requests for collection materials including obtaining all rights clearances and supplying it in an appropriate format.

Key Accountabilities

1. Customer Service

- Provide excellent customer service in response to internal and external requests for access to the collections.
- Prioritise requests according to standards and criteria.
- Undertake rights clearances to respond to requests for access.
- Create, manage and retrieve digital data for collection items.
- Administer client supply agreements.
- Provide information on customer needs and trends to assist with forecasting, strategy and reporting.
- Provide service to Reading Room visitors, reception, phone and email.
- Apply cost recovery protocols to access requests.
- Enter contextual data into systems relating to enquiries, rights and other relevant information.
- Contribute to customer service culture, processes and procedures.

2. Relationship Management

- Maintain positive relationships with internal stakeholders through regular and open communication.
- Establish and maintain positive relationships with external stakeholders.

3. Contribute to Team Results

- Establish and monitor own work programme in conjunction with manager.
- Regularly review own current capabilities and build or source required skills.
- Consider the team's financial and other resources in identifying solutions and carrying out the work programme.
- Look for opportunities to make improvements to work-place practices that improve Ngā Taonga operations and performance.
- Actively participate in the Performance Development Process.
- Take part in cross functional and organisational priorities.
- Look for opportunities to model and reinforce Ngā Taonga Valued Behaviours and encourage others to do the same.
- Take responsibility for sharing digital skills and understanding across members of the team.

4. Mātauranga Māori

- Advocate and support our commitment to a kaupapa-centred approach across all roles and activities of Ngā Taonga and encourage others to do the same.
- Identify and participate in job relevant learning activities to develop or enhance your understanding of Ngā Taonga philosophies, values and principles relating to our kaupapa-centred approach, taonga Māori and mātauranga Māori.
- Take responsibility to ensure taonga Māori and mātauranga Māori interests are considered, and where appropriate, included in the course of your work activities.
- Encourage and support the use and normalisation of te reo Māori in the workplace.

5. Digital Capability

- Advocate with staff the need to increase digital capability across the Ngā Taonga, reflecting the fact that we are in a period of transition towards predominantly working with born-digital content.
- Encourage and support staff to increase their digital skills and understanding of working with this medium
- Take responsibility for sharing digital skills and understanding across members of the team.

6. Health, Safety and Wellbeing

- Be aware of the Archive's hazards and risks, and the established controls to proactively meet all standards.
- Comply with all relevant Health and Safety policies, requirements and legislation.
- Be alert to identify or respond immediately to health and safety issues.
- Maintain your own wellness, health and safety within the workplace, and encourage others to maintain theirs.

Key Behaviours

Conservation	Connection	Commitment
--------------	------------	------------

Tika	Aroha	Hono	Tangata	Pono
<i>Do what is right</i>	<i>Integrity and Trustworthiness</i>	<i>Connection & Collaboration</i>	<i>Do what is right</i>	<i>Integrity and Trustworthiness</i>
Outcome: We are trusted		Outcome: We are connected		Outcome: We are valued
Valued Behaviour		Narrative/Explanation		
We value the collection by sharing it		<i>As kaupupuri of the audiovisual archive of Aotearoa, we work hard to ensure the collection is discoverable and accessible for both current and future audiences while adhering to professional best practice for audiovisual archiving. When we preserve and present archival material, we do so with appropriate attention to kaitiakitanga, manaakitanga, tikanga and the Archive's reputation. We also value and uphold the rights of depositors, kaitiaki and copyright holders.</i>		
We lift each other up		<i>We value everyone's contribution, skills and mana. We understand that our words matter, our behaviours matter and our colleagues matter. We show that by taking responsibility for the energy we bring into Ngā Taonga and our workspaces and by being generous in our interpretation of other people's motivations and actions.</i>		
We are easy to work with		<i>We work collaboratively and with integrity so that we are trusted and respected by both our colleagues and our stakeholders. We keep our promises – and we don't make promises we can't keep. We continuously improve our processes and our communications so that our work is efficient and effective as well as understood and valued.</i>		
We strive to do better		<i>We improve our chances of success by collaborating, seeking and encouraging alternative views, deliberately learning from the past, and ensuring that what we learn is made available to others – now and in the future. We recognise multiple worldviews as being valid, and we respect and acknowledge them. We understand and use feedback loops, reflecting on what worked and what didn't, and sharing this information so that we can all improve. We own our mistakes and don't blame other people</i>		
We use our time and resources responsibly		<i>Every day we focus on delivering value for money – with our own time, with the time of our colleagues, and with the financial, physical, environmental and intellectual resources at our disposal. We are thoughtful about our impact on the physical environment. We are always mindful of the significant contribution our funders, including New Zealand taxpayer makes to our organisation.</i>		

Qualifications (or equivalent level of learning)

Essential	Desirable
N/A	<ul style="list-style-type: none"> • Full NZ drivers' license • Tertiary qualification in Information Management, Library/Museum Studies or a closely related discipline

Knowledge/Experience

Essential	Desirable
<ul style="list-style-type: none"> • Experience in a client/customer service role. • Experience delivering work through a CRM system or similar. 	<ul style="list-style-type: none"> • Experience working with digital files. • An understanding of archival ethos, practice and standards. • An understanding of rights management

<ul style="list-style-type: none"> • Comfortable operating in a tikanga / kaupapa Māori environment. • High level of ability using MS Office • Awareness and understanding of Te Tiriti o Waitangi/Treaty of Waitangi. 	<ul style="list-style-type: none"> • Experience working with iwi and Māori communities • A functional working knowledge of tikanga and kaupapa Māori • An interest in New Zealand history
---	--

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment– including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.