

Role Description

Director, Office of the Chief Executive



Cluster	DEIT
Agency	Museum of Applied Arts & Sciences
Division/Branch/Unit	Executive Office
Role number	51002946
Classification/Grade/Band	Band 1
ANZSCO Code	212412
PCAT Code	1326292
Date of Approval	November 2022
Agency Website	www.maas.museum

Agency overview

The Museum of Applied Arts and Sciences sits at the intersection of the arts, design, science, and technology and plays a critical role in engaging communities with contemporary ideas and issues. Established in 1881, the Museum includes Powerhouse Ultimo, Sydney Observatory, the Museums Discovery Centre in Castle Hill and will expand to include the Museum's new flagship - Powerhouse Parramatta. The Museum is custodian to over half a million objects of national and international significance and is considered one of the finest and most diverse collections in Australia.

The Museum of Applied Arts and Sciences is undertaking a landmark renewal program which includes the creation of Powerhouse Parramatta, the largest cultural infrastructure project since the Sydney Opera House; the expansion of the Museums Discovery Centre, Castle Hill which includes expanded storage and new research and public facilities and the renewal of the iconic Powerhouse Ultimo. Key to the renewal is the assessment and digitisation of over 380,000 objects from the Museum's collection providing new levels of access.

Primary purpose of the role

The Director, Office of the Chief Executive is a key role that will lead executive project management, strategy and policy development and stakeholder relationships to deliver exceptional strategic outcomes for the Museum. The position will manage the Chief Executive's Office in a creative and fast-paced environment that is characterised by complexity, sensitivity, tight timelines and competing priorities.

The Director provides high-level specialist advice and support to the Chief Executive, executive team and broader organisation in the development and achievement of strategic priorities and key performance indicators, management of day-to-day operations and oversight of communication between management and the board of Trustees. A member of the executive team, the role provides a central communication and coordination point for the organisation. It monitors developments and operational activity within the business to ensure the Chief Executive remains abreast of pertinent information and ensures strategic projects and activities driven by the Chief Executive are progressed in line with established goals and operational deadlines.

Key accountabilities

- Chief Executive: Provide continuous, coordinated, and effective high-level advice and support to the Chief Executive in the development and achievement of the Powerhouse's strategic priorities and KPIs, as well as in the effective handling of daily operations.
- Lead the Office of the Chief Executive to deliver day-to-day and long-term strategic outcomes.
- Provide high-level, detailed, and critical analysis, research, reporting and risk management to the Chief Executive to inform strategic decision making on sensitive and complex matters.
- Be outward facing, cultivate and manage key relationships with Trustees, government and key strategic partners and leverage networks and contacts to influence partnership development.
- Drive project management ensuring the quality, program and budgets are met including overseeing the execution, monitoring, controlling, and closing of projects while providing progress reports to the executive.
- With the Chief Executive lead, collaborate and contribute to the transformation of governance structures, strategies, policies and frameworks to deliver renewal outcomes.
- Ensure consistency of content and quality in all Chief Executive-related external communications.
- Be accountable for the Chief Executive and executive schedules and priorities dynamically and with discretion.
- Manage and track the Chief Executive's email and correspondence, compile information for response and/or respond where appropriate and oversee and coordinate the Chief Executive's communications pipeline.
- Guide and coordinate the Office of the Chief Executive, including the prioritisation of information and work flow, and the effective communication, planning and tracking of actions from regular Chief Executive, executive team and board meetings.
- Board: Oversee development and implementation of governance frameworks, systems/protocols and tools to support the board and its committees, and ensure efficient, effective communication between management and the board.
- Executive: As a member of the executive team, lead the development and implementation of organisational strategy, structure and KPIs, acting as a point of coordination across business areas to ensure a consistent approach, balancing a complex range of infrastructure, business and museum imperatives, and working with a diverse and wide-ranging community of stakeholders.
- Serve as the central coordination point for the executive team and senior management, fostering high levels of collaboration and information-sharing among senior staff and ensuring material presented at the executive level and developed for board consideration is timely and of appropriate standard.
- Broader organisation: Monitor developments and operational activities across the organisation, gathering and prioritising information for the Chief Executive strategically and sensitively, both to ensure the Chief Executive is fully briefed and to identify and investigate emerging management issues that may require direct action by the Chief Executive.

Key challenges

- Maintaining a detailed and integrated understanding of all significant Powerhouse initiatives and issues, in order to provide a whole-of-business perspective and maximise alignment and delivery across strategic priorities and projects.
- Managing complex and sensitive strategic, operational and policy issues in a dynamic environment, where there may be competing and multifaceted objectives, stakeholder interests and management responsibilities.
- Maintaining a large network of contacts to ensure the appropriate people are consulted to optimise timelines and outcomes for the Powerhouse.

Key relationships

Who	Why
Internal	
Chief Executive	<ul style="list-style-type: none">To provide continuous, coordinated, and effective support on all matters, including high-level strategic and operational advice.
Board of Trustees	<ul style="list-style-type: none">Oversee efficient and effective communication between management and the board, including through:Ensuring materials and reporting distributed for board consideration are timely and of the appropriate standard; andOptimisation of governance frameworks, systems/protocols and tools.
Executive Team and Senior Leadership Team	<ul style="list-style-type: none">Collaborate on development and implementation of whole-of-organisation business strategies and plans, executive decision-making, and leadership of the Powerhouse.Delegate, advise and negotiate timeframes and content of materials, exchange and source information, maintain awareness of issues across the Powerhouse and organise collaboration on responses.
Direct Reports	<ul style="list-style-type: none">Provide support and advice to enable delivery on objectivesDiscuss performance, day-to-day operational activities and issues.Provide professional development and develop leadership capability
External	
Key Stakeholders	<ul style="list-style-type: none">Support the building and maintenance of relationships between the Chief Executive, organisation and key external stakeholders including Trustees, government, presenting partners, commercial business partners and industry bodies.

Role dimensions

Decision making

The Director, Office of the Chief Executive has a high level of autonomy within the role, and is fully accountable for producing and delivering work assignments that are on time and meet expectations in terms of quality, deliverables, and outcomes. The Chief Executive relies on the role to provide independent and authoritative advice. The position will submit reports, analyses, briefings, and other forms of written advice with minimal input required from the Chief Executive. However, the role will refer to the Chief Executive decisions that require significant change to outcomes or timeframes, are likely to escalate or create substantial or contentious precedent, or that require higher delegation or decision-making.

Reporting line

Chief Executive

Direct reports

Senior Executive Assistant

Executive Assistant

Budget/Expenditure

TBC

Essential Requirements

- Tertiary qualifications in a relevant discipline or equivalent experience
- Demonstrated experience in managing the provision of high-level advice and briefings at an executive and/or board level
- Demonstrated ability to drive the achievement of strategic objectives and operational plans, major projects and outcomes of strategic importance to the organisation
- Strong project management skills and experience
- Ability to communicate and build effective relationships with a complex and diverse range of stakeholders both internally and externally
- Highly developed written and oral communication and interpersonal skills
- Highly developed influencing and negotiation skills
- Highly developed research, planning and analytical skills.
- Broad knowledge and understanding of Powerhouse functions, structure, programs, stakeholder relationships, mission, vision, and values and the role of the Powerhouse in Australia and internationally
- Computer literacy in relevant office systems

Key Knowledge

- Exceptional organisation and administration skills; creating efficient processes, procedures, and systems.
- Strong knowledge of relevant NSW government processes and requirements, and experience to drive performance in a complex politically and commercially sensitive environment.
- Outstanding leadership and people management skills with experience in building capability and developing high performing teams.
- Strong business acumen, analytical and strategic reporting skills.
- Empathy with and/or in depth knowledge of the museum sector in Australia and internationally

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results, and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.



Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.


The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> Champion and model the highest standards of ethical and professional behaviour Drive a culture of integrity and professionalism within the organisation, and in dealings across government and with other jurisdictions and external organisations Set, communicate and evaluate ethical practices, standards and systems and reinforce their use Create and promote a culture in which staff feel able to report apparent breaches of legislation, policies and guidelines and act promptly and visibly in response to such reports Act promptly and visibly to prevent and respond to unethical behaviour 	Highly Advanced
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Act as a professional role model for colleagues, set high personal goals and take pride in their achievement Actively seek, reflect and act on feedback on own performance Translate negative feedback into an opportunity to improve Take the initiative and act in a decisive way Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation 	Advanced
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Present with credibility, engage diverse audiences and test levels of understanding Translate technical and complex information clearly and concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Contribute to and promote information sharing across the organisation Manage complex communications that involve understanding and responding to multiple and divergent viewpoints Explore creative ways to engage diverse audiences and communicate information Adjust style and approach to optimise outcomes Write fluently and persuasively in plain English and in a range of styles and formats 	Advanced
	Influence and Negotiate		Highly Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> Engage in a range of approaches to generate solutions, seeking expert inputs and advice to inform negotiating strategy Use sound arguments, strong evidence and expert opinion to influence outcomes Determine and communicate the organisation's position and bargaining strategy Represent the organisation in critical and challenging negotiations, including those that are cross-jurisdictional Achieve effective solutions when dealing with ambiguous or conflicting positions Anticipate and avoid conflict across organisations and with senior internal and external stakeholders Identify contentious issues, direct discussion and debate, and steer parties towards an effective resolution 	
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Seek and apply the expertise of key individuals to achieve organisational outcomes Drive a culture of achievement and acknowledge input from others Determine how outcomes will be measured and guide others on evaluation methods Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control business unit output to ensure government outcomes are achieved within budgets Progress organisational priorities and ensure that resources are acquired and used effectively 	Advanced
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> Prepare and review project scope and business cases for projects with multiple interdependencies Access key subject-matter experts' knowledge to inform project plans and directions Design and implement effective stakeholder engagement and communications strategies for all project stages Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning Develop effective strategies to remedy variances from project plans and minimise impact 	Advanced

FOCUS CAPABILITIES


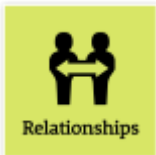
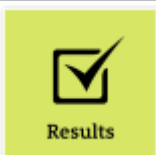
Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Manage transitions between project stages and ensure that changes are consistent with organisational goals Participate in governance processes such as project steering groups 	
	Inspire Direction and Purpose Communicate goals, priorities and vision, and recognise achievements	<ul style="list-style-type: none"> Promote a sense of purpose and enable others to understand the links between government policy, organisational goals and public value Build a shared sense of direction, clarify priorities and goals, and inspire others to achieve these Work with others to translate strategic direction into operational goals and build a shared understanding of the link between these and core business outcomes Create opportunities for recognising and celebrating high performance at the individual and team level Instil confidence, and cultivate an attitude of openness and curiosity in tackling future challenges 	Advanced

Complementary capabilities



Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Advanced
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences, and perspectives	Adept
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Advanced
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Advanced
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Advanced
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
 People Management	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Advanced
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept