

Role Description

Coordinator, Public Programs



Cluster	NSW Department of Premier & Cabinet
Agency	Sydney Living Museums
Division/Branch/Unit	Strategy & Engagement Division/Experience & Learning Team
Location	The Mint
Classification/Grade/Band	Clerk Grade 7/8
Role Number	SE020
ANZSCO Code	272611
PCAT Code	1119192
Date of Approval	13 January 2020
Agency Website	www.sydneylivingmuseums.com.au

Agency overview

Sydney Living Museums (SLM) is a leading government agency in Australia with responsibility for conserving, managing, interpreting and activating places and sites of local, national and international significance. Established in 1980, our collection includes the UNESCO World Heritage listed Hyde Park Barracks, The Mint, Australia's oldest surviving government building through to the twentieth century Rose Seidler House, which marks the arrival of the modernist movement to Australia. The collection is unlike other museums in that the significance of each is in the whole, and not just in the parts. The awareness of place frames each narrative. Our audiences are local, regional, national and international. Sydney Living Museums is a state cultural institution, reporting to the Minister for the Arts.

The Strategy & Engagement Division is comprised of teams managing Strategic Projects, External Relations, Development & Fundraising, Experience & Learning, Digital, and the Hyde Park Barracks Bicentenary Project. The Division's functions include effective managing SLM's external relations, stakeholder engagement, donors and corporate partners; delivering strategic projects designed to renew our facilities, visitor and customer experience and interpretation at our current sites, develop business cases that consider new 'at risk' heritage sites that could form part of the SLM portfolio; create compelling innovative and engaging education and public programs to grow audiences, enhance perceptions of SLM and increase public appreciation for heritage.

The Experience & Learning Team supports SLM's work of interpreting and managing places of cultural significance in NSW and is responsible for developing new programs and sustaining recurrent programs that are innovative and of the highest quality. Programs include specific Foundation- Year 12 learning programs, food events, families programs, garden events, school holiday activities, lectures, art events, symposiums, festivals, performance projects and the Sydney Open program. Programs need to engage a wide range of audiences from early learners to adult learners in new, meaningful and interesting ways.

Primary purpose of the role

Develop and manage delivery of public programs and partnerships to meet strategic goals for the activation of Sydney Living Museums' brand, museums, exhibitions and collections and to generate visitation and income.

Key accountabilities

- Lead the creative development and production of public programs to meet audience engagement goals and visitation and income targets.
- Manage project delivery including budgeting, contracting, planning, production, evaluation and to undertake reporting.
- Develop effective interdepartmental relationships to secure involvement and support for program delivery.
- Develop and manage project schedules, meetings, project documentation and reporting to support program delivery.
- Research and engage suitable providers and partners to develop creative proposals and business plans building support for collaborative program delivery.
- Manage partner and provider relationships to support the delivery of programs and to negotiate and develop contracts for their involvement.
- Lead best practice in the delivery of public programs and events to encourage and develop audience engagement.
- Identify and pursue funding and partnership opportunities to support the ongoing development and delivery of programs across the agency's sites, online and partner locations.

Key challenges

- Finding the balance between the competing demands of creative vision, brand, curatorial voice and fragile heritage sites and the creation of a programming offer to provide a competitive product in a crowded market.
- Acting as liaison between and managing expectation and deliverables for Sydney Living Museums and providers and partner organisations to ensure goals and objectives are met.
- Negotiating, mediating and resolving the various and sometimes conflicting expectations of multiple stakeholders and project team requirements to meet deadlines and outcomes.

Key relationships

Who	Why
Internal	
Head of Experience & Learning	<ul style="list-style-type: none">• Receive guidance from and provide regular updates on projects, issues and strategic priorities.• Work collaboratively in the development, implementation and evaluation of major programs and partnerships.
Audience Development Officer – Adults	<ul style="list-style-type: none">• Lead, coach and motivate.• Manage the performance and development of the individual.
Development & Fundraising Team	<ul style="list-style-type: none">• Collaborate with to secure relationships and funding in support of programs and SLM.• Collaborate with to escalate involvement of partners and visitors in SLM's development and membership strategies.
Portfolios and Curatorial & Exhibitions Team	<ul style="list-style-type: none">• Collaborate with to develop and deliver programs that support strategies for audience engagement across SLM's creative forward program.
Marketing & Communications Team and Digital Team	<ul style="list-style-type: none">• Collaborate with on the development and implementation of marketing and communication strategies, ticketing strategies and audience engagement to meet budget and visitation targets for programs.

Who	Why
Experience & Learning Team	<ul style="list-style-type: none"> • Work as part of the Team for the development and delivery of audience development and programming goals and strategies. • Collaborate with to encourage a creative environment that fosters innovative programming practice.
Teams across the agency	<ul style="list-style-type: none"> • Liaise with other teams to secure and coordinate resources for the development and delivery of major and partnership programs. • Work collaboratively to delivery project outcomes. • Collaborate with to grow existing audiences and develop new ones.
External	
Program providers, creative producers, production companies, other cultural institutions	<ul style="list-style-type: none"> • Liaise with and negotiate involvement in major programs to meet strategic objectives for audience development, visitation and income targets. <p>Solicit new partners providers and manage and enhance ongoing relationships with existing partners and supporters.</p>
Cultural and government organisations, community, heritage and history groups	<ul style="list-style-type: none"> • Consult, liaise and collaborate in support of the program. • Maintain a network of professional relationships and represent SLM at meetings, forums, functions and events.
Audiences, members of the public and visitors	<ul style="list-style-type: none"> • Develop and maintain audiences through delivering engaging programs that relate Sydney's story through the experience and discovery of its architecture and heritage.

Role dimensions

Decision making

This role:

- Takes active ownership of own work.
- Makes decisions on key program content its creative delivery and presentation to support strategies previously been approved by the Head of Experience & Learning.
- Has a high level of autonomy and is accountable for the delivery of work and projects on time and to expectations in terms of quality deliverables and outcomes.
- Refers to supervisor for decisions that require change or fall outside standard guidelines and practice.
- Prioritises and manages multiple tasks and demands including matters with critical turnaround times.
- Maintains records through the appropriate archiving management of research through the agency's databases and systems.
- Plans, prioritises and meets strict deadlines and manages multiple projects simultaneously.
- Works both as part of a team and autonomously with limited supervision with changing priorities and pressured deadlines whilst maintaining a flexible and professional approach.
- Develops and fosters efficient lines of communication with all key stakeholders.

Reporting line

This role reports to the Head of Experience & Learning.

Direct reports

The following roles report to this role:

- Producer – Public Programs x 2

- Program Producer – Hyde Park Barracks Museum Renewal

Budget/Expenditure

Nil

Essential requirements






- Relevant tertiary qualifications and 5 years or more experience in public programs or event management or in a creative producer role.
- Current NSW driver's license.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> Encourage a culture of recognising the value of collaboration Build co-operation and overcome barriers to information sharing and communication across teams/units Share lessons learned across teams/units Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Deliver Results	Adept	<ul style="list-style-type: none"> Take responsibility for delivering on intended outcomes Make sure team/unit staff understand expected goals and acknowledge success Identify resource needs and ensure goals are achieved within budget and deadlines Identify changed priorities and ensure allocation of resources meets new business needs Ensure financial implications of changed priorities are explicit and budgeted for

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Use own expertise and seek others' expertise to achieve work outcomes • Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects
People Management Manage and Develop People	Intermediate	<ul style="list-style-type: none"> • Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people • Be constructive and build on strengths when giving feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolution of issues