

Role Description

Manager, Project Services



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Agency	Museums of History NSW
Division/Branch/Unit	Commercial Services Division / Information Processing Team
Location	Sydney
Classification/Grade/Band	Clerk Grade 9/10
Role Number	50074103
ANZSCO Code	561311
PCAT Code	1119173
Date of Approval	30 April 2025
Agency Website	www.mhnsw.au

Agency overview

Museums of History NSW (MHNSW) is an executive agency within the Department of Creative Industries, Tourism, Hospitality and Sport and reports to the NSW Minister for the Arts. MHNSW is administered under the Museums of History NSW Act 2022.

MHNSW brings together the museums, historic houses and associated collections previously in the care of Sydney Living Museums with the vast collection of more than 13 million items held by the NSW State Archives. This includes one of the world's most complete and important collections documenting colonisation.

Providing greater access to and understanding of our state's rich and varied histories, stories and cultures is paramount to MHNSW with truth-telling and respect at the core of our approach. With a formidable asset base worth \$1.6 billion, we are focused on growing, managing, preserving and providing public access to the State Archives Collection and the objects, materials, buildings, places and stories that shape the historical, social, political and cultural identity of NSW.

MHNSW also operates commercial services that contribute significantly to the organisation's sustainability, including retail, food and beverage, venue hire, commercial records storage, records management, digitisation and consultancy services.

Division overview

The Government Records Repository (GRR) is the Commercial Services division of MHNSW, offering records management services to government departments. These services are aligned to the requirements outlined in the *State Records Act 1998*. The GRR operates a world-class storage facility in the Western Sydney Records Centre (WSRC) in Kingswood, NSW providing for the special storage requirements of records, their retrieval and ultimately their disposal. The GRR was established in 1955 and began operating from the WSRC site in 1974

Primary purpose of the role

Lead the design and delivery of large, complex client focussed projects and service offerings for GRR ensuring successful on-target delivery through a mixture of direct and matrix leadership models.

Key accountabilities

- Scope Customer needs and collaborate with other MHNSW teams to support the development of relevant proposals that outline how MHNSW offerings meet the customer's requirements while ensuring appropriate resource planning, project scheduling and cost inputs are considered.
- Manage assigned projects and services ensuring all forecasting, reporting, governance, compliance and billing activities are completed accurately, on-time, to budget and to relevant specifications and standards.
- Establish and maintain stakeholder relationships through effective communication, negotiation and issues management to engage stakeholders and ensure the relevant operational deliverables are met.
- Supervise relevant team members through direct and matrix leadership models to ensure on-time, and quality delivery of team responsibilities.
- Oversee project and service deliverables across relevant MHNSW teams as well as client stakeholders and external service providers to ensure project and service objectives are met.
- Establishment and maintain a Project Management Framework for MHNSW Commercial Services including relevant governance and reporting processes.

Key challenges

- Establishing new and revised processes that monitor project delivery to drive efficient and effective services for customers in an environment where there are variations in demand and circumstance.
- Collaborating across multiple diverse Divisions, Business Units, Teams, Customers and Suppliers to drive the achievement of project objectives.
- Managing stakeholder engagement, negotiation and advocacy to resolve competing demands over finite resources.

Key relationships

Who	Why
Internal	
Manager, Information Processing	<ul style="list-style-type: none">• Receive advice and guidance; provide feedback and escalate issues
Senior Leadership	<ul style="list-style-type: none">• Coordinate requirements for project and service activities and workplans
MHNSW specialised service teams	<ul style="list-style-type: none">• Manage and collaborate service delivery levels of project work
Direct reports	<ul style="list-style-type: none">• Provide direction, advice and guidance; articulate project requirements; oversee and supervise work• Develop people capabilities
External	
External suppliers/companies	<ul style="list-style-type: none">• Co-ordinate with all relevant suppliers to ensure they provide quality on-time services

Who	Why
Customers	<ul style="list-style-type: none"> Co-ordinate with all relevant Commercial Services areas in support of provide quality on-time services to customers

Role dimensions

Decision making

This role has:

- Autonomy and makes decisions under their direct control and refers to the line manager decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management.
- Accountability for allocating work in order to deliver on work assignments on time and to expectations in terms of quality, service standards, and budget.

Reporting line

This role reports to the Manager, Information Processing.

Direct reports

One or more team members may report to this role depending on service and projects allocated and other operations requirements.

Budget/Expenditure

As per MHNSW Financial Delegations

Essential requirements






- Detailed knowledge and experience with Records Management or Supply Chain/Logistics Management Projects and Services, including use of packages such as O'Neil Software's RS-SQL.
- Experience in a managing multiple team members and projects/services in a high demand environment to agreed timeframes and within cost projections.
- Experience leading large and complex Information Processing, and/or Digitisation, and/or Logistics projects
- Experience scoping customer requirements, services and projects that are to be delivered in collaboration with multiple functional areas.
- Ability to participate in after-hours call roster, including attending to call outs.
- Have a current NSW Working With Children Check (WWCC).
- Obtain and maintain appropriate security clearances.

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	Advanced
	Value Diversity	Adept
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Advanced
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Intermediate

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		
Manage Self	Advanced	<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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes • Monitor compliance with the organisation's records, information and knowledge management requirements
Results Project Management	Advanced	<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 • Manage transitions between project stages and ensure that changes are consistent with organisational goals

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
People Management Manage and Develop People	Adept	<ul style="list-style-type: none">• Participate in governance processes such as project steering groups• Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes• Adjust performance development processes to meet the diverse abilities and needs of individuals and teams• Develop work plans that consider capability, strengths and opportunities for development• Be aware of the influences of bias when managing team members• Seek feedback on own management capabilities and develop strategies to address any gaps• Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way• Monitor and report on team performance in line with established performance development frameworks