Role Description
Senior Producer, Learning

Cluster	Department of Enterprise, Investment & Trade
Agency	Museums of History NSW
Division/Branch/Unit	Programming, Production & Audience Division/Production & Experience Team
Location	Sydney
Classification/Grade/Band	Clerk Grade 7/8
Role Number	PEX018
ANZSCO Code	134499
PCAT Code	1119192
Date of Approval	13 April 2018
Agency Website	www.mhnsw.au

Agency overview

Museums of History NSW (MHNSW) is an executive agency within the NSW Department of Enterprise, Investment and Trade and reports to the NSW Minister for the Arts. MHNSW is administered under the Museums of History NSW Act 2022.

Museums of History NSW is the first cultural institution in the state with history as its core mandate. As a

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.

Primary purpose of the role

Lead the development and implementation of multi-sited learning programs, resources, products and services across digital and physical means, meeting learners' cultural, social, vocational and academic curriculum goals, whilst strengthening Museums of History NSW's reputation as a provider of innovative and high-quality learning experiences.

Key accountabilities

- Collaborate with the Learning Manager to develop learning based audience engagement within the agency against a wider Learning strategy for audience development and assess progress on an ongoing basis.
- Lead the development of programs to communicate the agency's mission through the application of curricula and life-long learning principles across the sites, online and via remote delivery mechanisms.
- Participate in multi-disciplinary project teams to lead the development, delivery and evaluation of a range of programs for learning based audiences.
- Maintain and apply best-practice and knowledge of developing and changing trends to the delivery of and application of programs and products for learning based audiences.
- Coordinate and manage the recruitment and training of the Learning and Curriculum Program Deliverers to ensure quality program delivery to all education groups.
- Collaborate with the Learning Manager to implement work plans and allocate resources to ensure programs are delivered to the required customer service standards.
- Produce and institute training programs to facilitate the delivery of learning-based programs meeting curricula requirements and encouraging repeat visitation.
- Contribute to reporting and ongoing evaluation of learning programs to assess their effectiveness and ensure they are achieving intended agency and education- based outcomes.

Key challenges

- Managing the development and delivery of programs for learning based audiences to engage and meet curriculum outcomes while encouraging ongoing relationships and visitation.
- Developing new projects in response to audience demand, increasing audiences and providing greater access to the agency properties, exhibitions and online.
- Maintaining a responsive approach to the development and review of programs to ensure agency products align with key policy initiatives in education at state and federal levels.

Key relationships

Who	Why
Internal	
Learning Manager	• Receive guidance from and provide regular updates on projects, issues and strategic priorities. • Collaborate with to identify and establish relationships with key stakeholders and partner groups to ensure the agency works efficiently and effectively in providing services for learning based audiences.
Producer, Learning Programs	• Lead, coach and motivate. • Manage the performance and development of the individuals. • Collaborate with to development education programs and projects.
Casual Curriculum Program Deliverers	• Provide training, direction and support. • Collaborate with to ensure the delivery of quality education programming. • Develop effective two way communications and working relationships.
Portfolio staff	• Collaborate with to respond to the demands of audience need at each MHNSW properties.

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Who	Why
	• Collaborate with to identify and respond to staffing, training and resource requirements for the delivery of programs. • Maintain efficient lines of communication.
Staff across the agency	• Implement effective audience research and evaluation of activities for learning based audiences. • Promote the needs of learning based audiences. • Collaborate with to identify and respond to organisation priorities • Maintain efficient lines of communication.
External	
Partner groups, educational bodies and key external stakeholders	• Collaborate with to gain support for and facilitate effective learning-based programs. • Maintain efficient lines of communication.
Audiences, members of the public and visitors	• Maintain audiences through delivering engaging programs that relate NSW history through the experience and discovery of the organisation's museums and collections • Develop and foster efficient lines of communication.

Role dimensions

Decision making

This role:
- Takes active ownership of own work.
- Contributes to key program content, its creative delivery and presentation to support strategies previously been approved by the Learning Manager and Head of Production & Experience.
- 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.
- Manages a diverse team while working under pressure and to tight deadlines.
- Ability to work both as part of a team and autonomously with limited supervision with changing priorities and pressured deadlines whilst maintaining a flexible and professional approach.

Reporting line

This role reports to the Learning Manager.

Direct reports

The following roles report to this role:

- Producer, Learning Program x 3 (2 full-time and 1 part-time)
- Casual Curriculum Program Deliverers

Budget/Expenditure

Nil

Essential requirements

- Minimum five years' experience in the development and delivery of learning activities for learning audiences including primary school, high school and tertiary groups in a cultural institution or historical setting.
- Maintain current knowledge of key trends and issues in learning, curriculum and audience development.
- Current NSW Working with Children check.
- Current NSW driver's licence.
- Willingness to work across and ability to travel to multiple work locations.

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.

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.

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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	**Adept**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Results	**Deliver Results**	**Adept**
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	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	Intermediate
	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	• 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

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Adept	• 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	• 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 Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Deliver Results	Adept	• 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 • Use own expertise and seek others' expertise to achieve work outcomes
Business Enablers Project Management	Adept	• 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

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Group and Capability	Level	Behavioural Indicators
		• 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	• 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
People Management Inspire Direction and Purpose	Intermediate	• Assist team to understand organisational direction and explain the reasons behind decisions • Ensure the team/unit objectives lead to the achievement of business outcomes that align with the organisational policies • Recognise and acknowledge individual/team performance

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