

Role Description

Wellbeing Program Manager



Cluster	Creative Industries, Tourism, Hospitality and Sport
Department/Agency	Museum of Applied Arts & Sciences
Division/Branch/Unit	Corporate Resources / Human Resources
Role number	New
Classification/Grade/Band	Clerk 7-8
ANZSCO Code	223311
PCAT Code	1119192
Date of Approval	November 2024
Agency Website	powerhouse.com.au

Agency Overview

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

The Powerhouse is undertaking a landmark renewal program that includes the creation of Powerhouse Parramatta, the most significant cultural infrastructure project since the Sydney Opera House; the expansion of its storehouse in Castle Hill, which provides for expanded storage and new research and public facilities and the renewal of the iconic Powerhouse Museum in Ultimo. Key to the renewal is the conservation and digitisation of over 380,000 objects from the museum's collection, providing new access levels.

Primary purpose of the role

The Wellbeing Program Manager fosters a positive, supportive, and inclusive environment that promotes health and wellbeing for staff and volunteers. This position is dedicated to developing and implementing wellbeing programs, organising initiatives that promote mental and physical health, and ensuring a work culture that values resilience, work-life balance, and holistic wellness.

The Wellbeing Program Manager reports to the Volunteer Programs Manager and collaborates closely with HR and other departments to support organisational health and ensure that wellbeing practices align with staff and volunteer needs, creating a thriving and resilient community within the Powerhouse.

Key Accountabilities

- Collaborate with organisational stakeholders to conceptualise and design weekly wellbeing programs that foster a healthy, inclusive, and supportive environment for staff and volunteers. Engage in various departments and consult with external experts to ensure strategies address holistic wellness, meet diverse needs, and incorporate current best practices within the wellbeing industry.

- Oversee the coordination and implementation of weekly wellbeing programs to ensure they are accessible, effective, and seamlessly delivered for all staff and volunteers. Work closely with internal teams and bring in external professionals to enhance program expertise, providing a proactive and adaptable approach to wellbeing support.
- Partner with HR to develop and maintain regular initiatives that promote mental and physical health, work-life balance, and organisational resilience. Regularly consult external specialists to integrate industry insights and bolster the relevance and effectiveness of these initiatives.
- Plan, schedule, and facilitate wellbeing activities, workshops, and resources that support staff and volunteers' physical and mental health. Engage external professionals for specialised sessions and training to offer a comprehensive and varied program, ensuring all activities align with wellbeing goals.
- Act as a central resource and advocate for mental health and wellbeing within the organisation. Offer direct support and guidance to employees and volunteers, providing referrals to external experts as necessary to meet individual needs.
- Regularly track, analyse, and report on program outcomes using metrics related to staff satisfaction, retention, and wellbeing impact. Deliver weekly and monthly reports to leadership, offering insights and recommendations to support continuous program improvement and alignment with organisational wellbeing objectives.
- Ensure that all wellbeing strategies, programs, and resources are inclusive and considerate of staff and volunteers' diverse backgrounds, experiences, and needs. Work with diversity and inclusion representatives and external cultural advisors to create and adapt wellbeing initiatives that respect and celebrate varied identities, perspectives, and practices, promoting an environment where everyone feels valued and supported.
- Adhere to all obligations, responsibilities and legislative requirements under current Work Health & Safety (WHS) Acts and Regulations, ensuring all areas of program delivery is monitored for WHS risks and hazards and are reviewed regularly.

Key Challenges

- Stakeholder Engagement: Ensuring ongoing collaboration and buy-in from various departments and external stakeholders.
- Managing limited resources effectively to deliver comprehensive wellbeing initiatives amidst budget constraints.
- Addressing diverse needs and perspectives in wellbeing programs, especially during a transition when staff dynamics may shift.

General Requirements

- Demonstrate the ability to work independently and proactively while influencing wellbeing initiatives and engaging with stakeholders.
- Work in an interdisciplinary manner across project teams and Museum initiatives.
- Adhere to all obligations, responsibilities and legislative requirements under current Work Health & Safety (WHS) Acts and Regulations, ensuring all areas under supervision are monitored for WH&S risks and hazards and are reviewed regularly

Key relationships

Who	Why
Internal	
Volunteer Program Manager	Receive overall direction instruction and guidance from as well as provide updates on key projects, issues and priorities; keep informed.
Human Resources Team	Ensure all team members are supported and that priorities are communicated between various departmental team members.
Powerhouse workforce	Manage activities and relationships to enable quality outcomes for the museum. Ensure all team members are supported and that priorities are communicated.
External	
Powerhouse partners and stakeholders	Maintain positive working relationships with external partners and stakeholders.

Role dimensions

Decision making

- Has significant autonomy and is accountable for delivering specific programs and projects across Powerhouse.
- Refers to supervisor for decisions that require a change to approach, are likely to escalate, cause undue risk, create substantial precedent, or are outside delegation limits.
- Plans, leads and organises their work to achieve agreed business objectives and performance criteria.

Reporting line

Volunteer Program Manager

Direct reports

Nil

Budget/Expenditure

As per Powerhouse delegations.

Essential Requirements

- A relevant degree in psychology, social work, human resources, public health, or a related field, providing a foundational understanding of wellbeing principles and practices.
- Experience in Wellbeing or HR Programs: Experience designing, implementing, and managing wellbeing initiatives or HR programs, particularly in diverse organisational settings.
- Excellent verbal and written communication skills to effectively engage with stakeholders, facilitate workshops, and advocate for wellbeing initiatives.
- Proven ability to manage multiple projects simultaneously, including planning, execution, and evaluation, ensuring timely delivery of wellbeing programs and initiatives.

Essential requirements

- Tertiary qualifications or relevant professional experience in volunteer management, human resources, community engagement or related fields of study.
- Proactive self-starter with exceptional attention to detail and strong interpersonal skills.
- Strong customer focus in dealing with internal and external stakeholders.
- Excellent written and oral communication skills and an ability to interact and negotiate with internal and external stakeholders from various backgrounds.
- Ability to effectively balance multiple projects and competing priorities, generating problem-solving solutions where required.
- Class C Drivers Licence
- Working With Children Check
- An interest in the arts and museum sector is desired.
- Experience in training or learning and development is also desired.

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
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none">• Be flexible, show initiative and respond quickly when situations change• Give frank and honest feedback and advice• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately• Raise and work through challenging issues and seek alternatives• Remain composed and calm under pressure and in challenging situations	Adept
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• Keep up to date with relevant contemporary knowledge and practices• 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 and maintain a high level of personal motivation	Adept

 Personal Attributes	Value Diversity and Inclusion Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	<ul style="list-style-type: none"> Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders Demonstrate cultural sensitivity, and engage with and integrate the views of others Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences Recognise and adapt to individual abilities, differences and working styles Support initiatives that create a safe and equitable workplace and culture in which differences are valued Recognise and manage bias in interactions and decision making 	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept
 Relationships	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relationships with internal and external stakeholders Anticipate and minimise conflict 	Adept

	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for 	Adept
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<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 	Adept
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> • Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans 	Intermediate








Occupational Specific Focus Capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	Organisational culture Identify, assess and encourage workplace values and behaviours to foster an engaged, inclusive and high performing workforce	<ul style="list-style-type: none"> • Influence managers and leaders to promote understanding of the significance of workforce management and positive organisational culture in achieving organisational goals as well as personal career goals. • Provide expert advice to managers and leaders on integration and operationalisation of the organisational values, behaviour standards and Employee Value Proposition into all stages of the employment lifecycle in their areas of responsibility. • Collaborate with managers and leaders on action plans to support organisation-wide integration of culture and engagement strategies, based on unique business priorities and context. • Collaborate with managers and leaders to create and implement workforce programs and frameworks that motivate, recognise and reward employees and make the organisation a diverse, inclusive, innovative and meaningful place to work. • Provide expert advice to managers and leaders as they implement individual and organisation-wide changes to turn organisational values and behavioural standards into daily practice and eliminate unacceptable manager or employee behaviours. • Collaborate with managers and leaders to create and implement organisation-wide fit-for-purpose employee wellbeing strategies, addressing areas of staff resistance or ambivalence. • Coach managers and leaders in understanding the key drivers of employee engagement together with the importance of monitoring patterns and taking early action. • Develop benchmarks for key indicators of organisational culture and evaluate the effectiveness of workforce strategies in shaping organisational culture. 	Level 3


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.

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational

Occupational Specific Complimentary Capabilities

Capability group/sets	Capability name	Description	Level
 Human Resources	Workforce Relations	Develop and deliver effective workplace practices aligned with organisational objectives and regulatory and legislative requirements	Level 1