

# Role Description

## Audio Visual Services Engineer



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Department/Agency	Museums of History NSW
Division/Branch/Unit	Museum Operations & Visitor Services / Venue Services & Events Team
Role number	50074037
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	399516
PCAT Code	1119192
Date of Approval	31 October 2022
Agency Website	<a href="http://www.mhnsw.au">www.mhnsw.au</a>

### 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.

### Primary purpose of the role

Manage the audio-visual infrastructure, coordinate resources, and deliver events with audio-visual requirements for venue hire bookings at MHNSW properties, with particular emphasis on the City Museums Portfolio sites, to ensure revenue targets, customer satisfaction, and client retention targets are met.

### Key accountabilities

- Manage audio-visual assets, both bio-box and portable items, to guarantee reliability through regular testing and service programs; and a strong procurement program to ensure market competitiveness.
- Manage the coordination and delivery of audio-visual requirements for all venue hire bookings at MHNSW sites to facilitate and meet client's needs and expectations.
- Ensure the venue management program is updated regularly to provide accurate resource availability, audio-visual equipment charges and detailed information on each event.

- Develop and implement an audio-visual fee model to ensure profitability of all venue hire bookings.
- Provide annual analysis of competitor audio-visual services and fees to ensure the MHNSW offer remains competitive.
- Coordinate hired audio visual equipment and install equipment to deliver events that meet or exceed client expectations.
- Coordinate the completion of Maintenance Reports to ensure audio-visual equipment is serviced and repaired.
- Encourage the completion of Event Feedback Reports for each event to enable regular assessment of the services provided by the Venue Services & Events Team.

## Key challenges

- Being proactive in contacting clients and offering additional services to leverage from the confirmed business, particularly with recurrent clients.
- Implementing and following industry regulations and requirements to ensure MHNSW is compliant and delivering the best possible audio-visual services.
- Providing exceptional customer service delivery in audio visual services to maximise revenue from each opportunity, particularly with recurrent clients.

## Key relationships

### Internal

Who	Why
Manager, Venue Services & Events	<ul style="list-style-type: none"> <li>• Receive guidance and direction in relation to commercial priorities, and issues.</li> <li>• Provide regular updates on projects, issues and priorities.</li> </ul>
Audio-Visual Technicians	<ul style="list-style-type: none"> <li>• Coordinate and provide supervision to ensure staffing requirements are met including rostering, training and recruiting.</li> <li>• Communicate efficiently with to maintain a consistent service delivery of all venue hire activities.</li> <li>• Provide support and direction to in relation to key outcomes and objectives.</li> <li>• Act as a reference point and coach.</li> </ul>
Casual Audio-Visual Technicians	<ul style="list-style-type: none"> <li>• Coordinate and provide supervision to ensure staffing requirements are met including rostering, training and recruiting.</li> <li>• Communicate efficiently with to maintain a consistent service delivery of all venue hire activities.</li> <li>• Act as a reference point and coach.</li> </ul>
Venue Services & Events Team	<ul style="list-style-type: none"> <li>• Work collaboratively with to provide a high level of customer service and satisfaction in the coordination and delivery of commercial venue hire bookings incorporating audio visual equipment.</li> <li>• Participate in site inspections to assist with meeting client requirements without impacting upon the daily operations and conservation of MHNSW sites.</li> <li>• Communicate efficiently with to maintain a consistent service delivery of all venue hire activities.</li> </ul>
People & Culture Team	<ul style="list-style-type: none"> <li>• Collaborate with to manage risks, comply with and report on relevant policies, codes of conduct and other requirements.</li> </ul>

Staff across the agency	<ul style="list-style-type: none"> <li>• Develop effective working relationships to facilitate the delivery of events.</li> <li>• Liaise with to support the delivery of bookings, both commercial and internal.</li> <li>• Communicate efficiently with to maintain a consistent service delivery of all venue hire activities.</li> <li>• Provide advice and support with audio visual requirements for MHNSW internal bookings.</li> </ul>
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## External

Who	Why
Clients	<ul style="list-style-type: none"> <li>• Liaise with to obtain their audio-visual requirements and provide technical advice to ensure their needs are met or exceeded.</li> <li>• Liaise with using diplomacy to identify client requirements without impacting upon the daily operations and conservation of MHNSW sites.</li> <li>• Participate in site inspections to assist with meeting client requirements without impacting upon the daily operations and conservation of MHNSW sites.</li> </ul>
Industry	<ul style="list-style-type: none"> <li>• Communicate with regarding relevant issues and topics pertaining to audio visual services to ensure MHNSW is aware of new and developing trends and remains competitive in the commercial marketplace.</li> </ul>

## Role dimensions

### Decision making

This role:

- Makes day to day decisions relating to work priorities and workload management for themselves and staff supervised.
- Takes active ownership of own work.
- Consults with Supervisor on issues with the potential to escalate or create precedent.
- Seeks advice and clarification from their supervisor regarding matters that fall outside standard guidelines and practices.
- Maintains efficient lines of communication with a commitment to customer service delivery.
- Works in a cross-functional team environment with a strong commitment to high level of customer service.

### Reporting line

This role reports directly to the Manager, Venue Services & Events.

### Direct reports

The following roles report directly to the Audio Visual Services Engineer:

- Audio Visual Technician
- Casual Audio-Visual Technician

### Budget/Expenditure

Nil

## Essential requirements

- Relevant qualifications in Audio Engineering or and/or a minimum of 5 years or more experience providing audio visual services in the commercial hospitality business.

- Experience in managing theatrettes or auditoriums.
- Experience in coordinating and delivering detailed audio-visual requirements for events. Ability to manage, lifting, carrying, standing, kneeling and moving around heritage sites, both in internal and external environments is a genuine occupational requirement.
- 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.

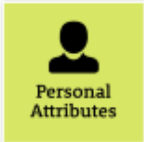
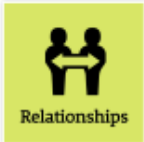
The capabilities are separated into focus capabilities and complementary capabilities.

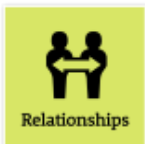
## Focus capabilities

*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
	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>• Keep up to date with relevant contemporary knowledge and practices</li> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>• Show commitment to achieving challenging goals</li> <li>• Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance</li> <li>• Demonstrate and maintain a high level of personal motivation</li> </ul>	Adept
	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with respect	<ul style="list-style-type: none"> <li>• Focus on key points and speak in plain English</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Listen to others to gain an understanding and ask appropriate, respectful questions</li> <li>• Promote the use of inclusive language and assist others to adjust where necessary</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Write and prepare material that is well structured and easy to follow</li> <li>• Communicate routine technical information clearly</li> </ul>	Intermediate

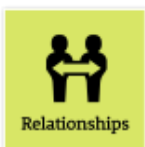


### Work Collaboratively

Gain consensus and commitment from others and resolve issues and conflicts

- Build a supportive and co-operative team environment
- Share information and learning across teams
- Acknowledge outcomes that were achieved by effective collaboration
- Engage other teams and units to share information and jointly solve issues and problems
- Support others in challenging situations
- Use collaboration tools, including digital technologies, to work with others

Intermediate

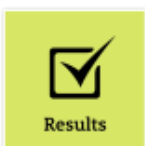


### Influence and Negotiate

Be proactive and responsible for own actions and adhere to legislation, policy and guidelines

- Use facts, knowledge and experience to support recommendations
- Work towards positive and mutually satisfactory outcomes
- Identify and resolve issues in discussion with other staff and stakeholders
- Identify others concerns and expectations
- Respond constructively to conflict and disagreements and be open to compromise
- Keep discussion focused on the key issues

Intermediate



### Deliver Results

Achieve results through efficient use of resources and a commitment to quality outcomes

- Seek and apply specialist advice when required
- Complete work tasks within set budgets, timeframes and standards
- Take the initiative to progress and deliver own work and that of the team or unit
- Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
- Identify any barriers to achieving results and resolve these where possible
- Proactively change or adjust plans when needed

Intermediate



### Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and unit objectives and align operational activities accordingly
- Initiate, and develop team goals and plans and use feedback to inform future planning
- Respond proactively to changing circumstances and adjust plans and schedules when necessary
- Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
- Accommodate and respond with initiative to changing priorities and operating environments

Intermediate



### Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Ask questions to explore and understand issues and problems
- Find and check information needed to complete own work tasks
- Identify and inform supervisor of issues that may have an impact on completing tasks
- Escalate more complex issues and problems when these are identified
- Share ideas about ways to improve work tasks and solve problems
- Consider user needs when contributing to solutions and improvements

Foundational



### Project Management

Understand and apply effective project planning, coordination and control methods






- 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

## 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
	Display Resilience and Courage	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions and adhere to legislation, policy and guidelines	Intermediate



Finance

Understand and apply financial processes to achieve value for money and minimise financial risk Intermediate



Technology

Understand and use available technologies to maximise efficiencies and effectiveness Intermediate



Procurement and Contract Management

Understand and apply procurement processes to ensure effective purchasing and contract performance Intermediate