

Role Description

Learning & Development Manager



POWERHOUSE

Cluster	Enterprise, Investment & Trade
Agency	Museum of Applied Arts and Sciences
Division/Branch/Unit	Corporate Resources/ Human Resources
Location	All Powerhouse sites
Classification/Grade/Band	Clerk Grade 7/8
Role Number	51005000
ANZSCO Code	132411
PCAT Code	2119192
Date of Approval	December 2023
Agency Website	Powerhouse.com.au

Agency Overview

The Museum of Applied Arts and Sciences 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 1879, the museum includes the Powerhouse Museum, Sydney Observatory and the Museums Discovery Centre and will expand to include the Powerhouse Precinct at Parramatta. The Museum is custodian to 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 which includes the creation of Powerhouse Parramatta, the largest cultural infrastructure project since the Sydney Opera House; the expansion of Powerhouse Castle Hill, which includes expanded storage and new research and public facilities; and the renewal of the iconic Powerhouse Museum in Ultimo. Key to the renewal is the assessment and digitisation of over 380,000 objects from the Museum's collection providing new access levels.

With a focus on investing in its employees, the Powerhouse is determined to create a museum of the future.

Primary purpose of the role

The Learning & Development Manager supports a culture of professional development and a spirit of innovation across the Powerhouse group. A key focus is to ensure the Powerhouse can attract the best talent and have the required capabilities for the high-quality delivery of Powerhouse Parramatta. The role is responsible for overseeing the assessment, management and delivery of high-quality organisational development programs and the management and delivery of high-quality training solutions.

Key Accountabilities

- Identify and assess the necessary skills and capabilities of the workforce and prioritise and design effective and efficient development programs to ensure employees possess the required skills to meet organisational objectives.
- Collaborate with the Human Resources team and organisational stakeholders on the ongoing development programs and initiatives to strengthen workforce capability and engagement.
- Promote professional development programs in collaboration with Human Resources team members and manage and oversee outsourced service providers.
- Advise, coach and mentor staff at varying levels across the museum to strengthen and enhance capabilities.
- Evaluate and report on training and development programs through appropriate reporting mechanisms and frameworks.
- Contribute to strengthening the employee experience, the employer brand and EVP in collaboration with the Employee Experience Manager.
- Develop strong relationships and partnerships with internal and external stakeholders to support and provide quality performance development expertise.
- Undertake research to maintain continuous improvement initiatives to enhance programs and adapt to new challenges.

General Requirements

- 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 challenges

- Delivering effective development programs in an environment of strong competing priorities.
- Managing and building relationships within the organisation and with other public sector agencies and industry associations to ensure the Museum adopts best practices in human resource management and organisational development.

Key relationships

Who	Why
Internal	
Head of Human Resources	Provision of the organisation's strategic direction to inform the development of staff training, retention, and performance development frameworks.
Human Resources team	Collaborate on initiatives to strengthen a professional development culture and promoting the Powerhouse Museum as an employer of choice.
External	

Government agencies, Learning & Development partners	Develop programs for the learning and developing a cross-section of staff and varying disciplines.
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Role dimensions

Decision making

- Has a high level of autonomy and is accountable for developing, producing and delivering programs
- Refers to the Head of Human Resources for decisions that require significant change to a strategic approach, are likely to escalate, cause undue risk, create a substantial precedent, or are outside delegation limits.

Reporting line

Head of Human Resources

Direct reports

HR Business Partner(s) for specific projects

Budget/Expenditure

As per delegation.

Essential requirements

- Appropriate tertiary qualifications or demonstrated relevant professional experience.
- Experience and track record in producing and delivering organisational development programs within tight timeframes and budgets, political sensitivities and high levels of public interest.
- Superior organisational skills and understanding of relevant financial and administrative procedures.
- Ability to work with stakeholders across Government, industry and community.

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
 Personal Attributes	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
 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
 Results	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





FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> Identify the facts and type of data needed to understand a problem or explore an opportunity Research and analyse information to make recommendations based on relevant evidence Identify issues that may hinder the completion of tasks and find appropriate solutions Be willing to seek input from others and share own ideas to achieve best outcomes Generate ideas and identify ways to improve systems and processes to meet user needs 	Intermediate
 Business Enablers	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> Understand all components of the project management process, including the need to consider change management to realise business benefits Prepare clear project proposals and accurate estimates of required costs and resources Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Identify and evaluate risks associated with the project and develop mitigation strategies Identify and consult stakeholders to inform the project strategy Communicate the project's objectives and its expected benefits Monitor the completion of project milestones against goals and take necessary action Evaluate progress and identify improvements to inform future projects 	Adept

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.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	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	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