Role Description
Organisational Development Coordinator

Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Agency	Museums of History NSW
Division/Branch/Unit	Corporate Services/People & Culture Team
Location	The Mint, Sydney and Western Sydney Records Centre, Kingswood
Classification/Grade/Band	Clerk Grade 7/8
Role Number	50074013
ANZSCO Code	223111
PCAT Code	1224149
Date of Approval	22 February 2021
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.

Primary purpose of the role

Manage the recruitment, learning and development and workforce planning outcomes to achieve optimisation of Museums of History NSW strategies and resources ensuring compliance with required legislation, direction on parameters and maximisation of workforce capability. Provide advice to a range of stakeholders to inform and support best practice and decision making in the development of their teams.

Key accountabilities

- Coordinate recruitment to ensure compliance with the *Government Sector Employment Act 2013 (GSE), Rules and Regulations* and operational requirements, managing processes in a timely and professional manner.

- Maintain and administer MHNSW's My Hub (Cornerstone) and create reports and provide data analysis.
- Write, evaluate and collaborate with managers to develop role descriptions in compliance with NSW government guidelines and provide consistency and mobility within MHNSW.
- Coordinate learning and development across MHNSW utilising My Hub data to develop an annual learning calendar and oversee its implementation and maximising use of the allocated budget Manage and monitor employment and the variations required to ensure adequate staffing across the agency.
- Maintain and coordinate the agency's onboarding and induction program to build and promote the agency's' employee value position and create a supportive and welcoming environment for new employees.
- Manage administration of establishment changes and ensure they are reflected in the relevant systems.
- Supporting development initiatives such as EOIs, mentoring and shadowing, which enhance the skills, knowledge and workforce capabilities to future proof the agency.
- Collaborate across People & Culture to identify areas of improvement to ensure best practice in recruitment and learning and development processes.

Key challenges

- Analysing the effectiveness of recruitment and learning and development programs with the view to identifying and implementing recommendations for continual improvement.
- Maintaining up to date knowledge and understanding of relevant legislation, awards and manage the impact of any change to recruitment and learning and development.
- Preparing and maintaining recruitment, onboarding/induction and learning and development documentation and My Hub and recruitment system to ensure currency with practices, relevant legislation and guidelines.

Key relationships

Who	Why
Internal	
Manager, Organisational Development	• Receive guidance and direction in relation to broader human resource objectives for recruitment and training processes and delivery. • Provide support, advice and information to on current projects and tasks.
Recruitment & Development Officer	• Provide guidance and direction in relation to broader recruitment and processes and delivery. • Provide support, advice and information to on current projects and tasks. • Work with to ensure recruitment processes are conducted in a timely manner and in accordance with relevant legislation and guidelines.
Learning & Development Officer	• Collaborate with to conduct training needs assessments to ensure employee learning needs are met and compliance related certifications are maintained. • Provide support, advice and information to on current projects and tasks. • Provide guidance and direction in relation to broader recruitment and processes and delivery
People & Culture Team	• Share information, collaborate on work processes and project implementation • Work collaboratively to contribute to achieving the team's business outcomes. • Share information and work collaboratively with the HR team to ensure the delivery of consistent and integrated service to all employees.

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Who	Why
Executive /Team Leaders	• Provide regular reports and statistics on recruitment, learning and development and skills marketplace. • Act as the key point of contact and provide advice for recruitment and learning and development enquiries regarding processes and practices. • Liaise with in relation to staff employment conditions, recruitment processes and learning and development.
Employees across the agency	• Communicate with to develop and maintain effective working relationships. • Provide ongoing support and advice to staff at all levels in response to recruitment practices. • Act as the key point of contact and provide advice for recruitment and learning and development enquiries regarding processes and practices.
External	
Professional associations, Government and cultural organisations and service providers	• Consult with on human resource issues, including recruitment. • Collaborate with to gain support for and facilitate the effective deliver of human resource services to SARA and SLM staff. • Communicate with/keep updated on new developments in legislation, policies and systems. • Liaise with other government agencies and external sources to provide and obtain relevant data.

Role dimensions

Decision making

This role:
• Takes active ownership of own work.
• Has a high level of autonomy and is accountable for the delivery of work assignments and projects on time and to expectations in terms of quality, deliverables and outcomes.
• Maintains a high level of confidentiality.
• Develops and maintains strong working relationships with managers at levels to be able to act as a key point of contact for recruitment actions and learning and development needs.
• Refers to supervisor for decisions that require significant change to strategic approach; that are likely to escalate; cause undue risk; create substantial precedent; or are outside of delegations limits.
• Prioritises and manages multiple tasks and demands including matters with critical turnaround times.
• Maintains efficient lines of communication.

Reporting line

This role reports to the Manager Organisational Development.

Direct reports

The following roles report directly to the Organisational Development Coordinator:

• Recruitment & Development Officer
• Learning & Development Officer

Budget/Expenditure

Nil

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Essential requirements

- Experience in coordinating and advising on recruitment and learning and development activities for a diverse workforce.
- Experience in providing support and advice, an understanding of Human Resources processes and procedures.
- Experience administering recruitment and learning management systems such as Taleo and Cornerstone.
- Working knowledge of the *Government Sector Employment Act (GSE) 2013* and *Rules and Regulations* and the ability to implement its rules and regulations.
- Willingness to work across and ability to travel to multiple work locations.

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	Intermediate
	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	Intermediate
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	**Adept**
People Management	**Manage and Develop People**	**Adept**
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

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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	Adept	• 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
Relationships Communicate Effectively	Adept	• 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
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	• 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

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Ensure that the financial implications of changed priorities are explicit and budgeted for
Results Plan and Prioritise	Intermediate	• Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, 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
Results Project Management	Adept	• 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
People Management Manage and develop people	Adept	• 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

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Human Resources Professionals Capability Set		
Capability Group	**Capability Name**	**Level**
Human Resources	**Organisational design**	**Level 2**
	Talent management	**Level 2**
	Employment services	**Level 2**

Human Resources Professionals Capability Set		
Group and Capability	**Level**	**Behavioural Indicators**
Human Resources Professionals Capability Set Organisational design	Level 2	• Develop managers in understanding their business needs and assessing current and future resource and capability projections to determine the strengths, gaps and needs in the workforce. • Support managers in translating their required business outcomes into a set of criteria that will guide organisational design, including the mix of capabilities and workforce types. • Advise managers on flexible structure and role configurations tailored to planned expenditure fluctuations and variable capability needs over the budget forecast period. • Support managers by recommending structure and role design options that align with capability requirements, while also incorporating accessibility and flexibility; and provide clear career pathways, referencing sector practices, benchmarks and frameworks. • Advise managers on capability gaps and recommended interventions for workforce and succession planning. • Support managers to identify and quantify impacts of proposed changes in roles and structure on business operations. • Advise and coach managers on effective planning and management of transitional processes to implement and sustain organisational change activities.
Talent Management	Level 2	• Advise and support managers in applying sound talent management principles, insights and practices, to inform talent acquisition and build leadership development pipelines in line with current and future business needs. • Design talent management solutions, such as capability assessments, appropriate to specific business needs across all stages of the employment lifecycle, and guide their implementation by managers. • Recommend and customise recruitment and assessment processes to enable managers to make informed selections in line with business planning and capability requirements. • Advise managers on opportunities to integrate talent management practices into daily management activities, in order to support the development of individual and sector organisational capability and increase workforce mobility.

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Group and Capability	Level	Behavioural Indicators
		• Advise and support managers to enhance their skills and confidence in having clear, candid and regular performance conversations and providing employees with effective development opportunities. • Support managers in identifying and developing appropriate initiatives to respond to individual capability development needs. • Support managers to deliver performance and recognition programs and advise on development of new initiatives. • Review data and insights to assess efficiency and effectiveness of assessments, performance management and other talent management strategies, suggesting modifications as appropriate.
Employment services	Level 2	• Deliver required workforce management services to employees and managers in line with service-level agreement for the division or organisation, ensuring compliance with legislative and regulatory requirements. • Advise managers and employees on more complex employment issues, escalating matters as required. • Provide specialist support to managers and employees during the implementation of new or changed employee service offerings. • Use tools to analyse processes in order to identify opportunities to improve response times, increase quality and reduce costs. • Evaluate internal feedback to inform and facilitate high quality, responsive employee services. • Conduct analysis to determine the impacts of legislative or policy changes and implement required changes in order to maintain compliance. • Evaluate service levels and provide timely adhoc and regular feedback to third party suppliers.

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