

# Role Description

## Casual Events Supervisor



<b>Cluster</b>	Enterprise, Investment & Trade
<b>Agency</b>	Museums of History NSW
<b>Division/Branch/Unit</b>	Museum Operations & Visitor Services Division / Venue Services & Events Team
<b>Location</b>	Sydney
<b>Classification/Grade/Band</b>	Clerk Grade 3/4
<b>Employment Type</b>	Casual
<b>Role Number</b>	VEN010
<b>ANZSCO Code</b>	149311
<b>PCAT Code</b>	1119191
<b>Date of Approval</b>	19 March 2019
<b>Agency Website</b>	<a href="http://www.mhnsw.au">www.mhnsw.au</a>

### 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.

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

Implement event requirements and supervise commercial events, filming and photography activities across all MHNSW properties to provide a high level of customer service and satisfaction for all commercial clients.

### Key accountabilities

- Monitor and supervise all event activities to facilitate the successful delivery of functions to professional standards.

- Implement and follow industry regulations and requirements to ensure event requirements being provided is complaint.
- Take responsibility for enforcing Responsible Services of Alcohol regulations, dealing with any difficult situations and other demands that arise during functions to ensure guests experiences are not negatively impacted on.
- Oversee details during the running of the events to ensure the delicate and fragile heritage environments of the agency's sites are maintained.
- Communicate effectively with clients and their guests and monitor service standards to ensure their needs are met or exceeded.
- Ensure Function Feedback Reports are completed for each event to enable regular assessment of the services being provided by the Commercial Services Team.
- Assist with the preparation, pack down and resetting of event spaces to support the delivery of functions as requested by clients and to meet presentation standards.

## Key challenges

- Maintaining currency with changes to property operations that may affect existing or new bookings to ensure the successful delivery of commercial events, filming and photography activities.
- Working as a part of a multi-disciplinary team to ensure safe, efficient and complaint events are implemented within the confines of heritage conservation requirements.
- Maintaining a flexible approach to work schedule being able to work at various times and hours depending on booking requirements.

## Key relationships

Who	Why
<b>Internal</b>	
Team Leader, Venues Services & Events	<ul style="list-style-type: none"> <li>• Receive guidance from and provide regular updates on events, issues and priorities.</li> </ul>
Venue Services & Events Team	<ul style="list-style-type: none"> <li>• Receive guidance from and provide regular updates on events, issues and priorities.</li> <li>• Collaborate with to ensure events and operational needs at agency's sites are accommodated.</li> <li>• Collaborate with to ensure the consistent and professional delivery of commercial events.</li> </ul>
Staff across the agency	<ul style="list-style-type: none"> <li>• Maintain effective interaction and cooperation across the agency.</li> <li>• Collaborate with to ensure events and operational needs at agency's sites are accommodated.</li> <li>• Provide information of event requirements.</li> <li>• Collaborate with to ensure the consistent and professional delivery of commercial events.</li> </ul>
<b>External</b>	
Contractors	<ul style="list-style-type: none"> <li>• Communicate with to provide information about property operations and event requirements.</li> <li>• Contact to provide and gather information and resolve routine issues.</li> </ul>
Clients and guests	<ul style="list-style-type: none"> <li>• Collaborate with to ensure their expectations are met.</li> <li>• Communicate with to provide ongoing information about the agency's sites and facilities.</li> </ul>

Who	Why
	<ul style="list-style-type: none"> <li>• Liaise with to ascertain their requirements and communicate all event details.</li> <li>• Liaise with commercial clientele using diplomacy to meet client requirements without impacting upon the daily operations and conservation of agency sites</li> </ul>

## Role dimensions

### Decision making

This role:

- Prioritises own workload within established priorities.
- Takes active ownership of own work.
- Provides prompt and relevant information to internal and external stakeholders.
- Maintains efficient lines of communication.
- Ensures presentation standards of venue hire spaces are maintained as required.
- Submits reports, analysis and forms of advice as required.
- Consults with Commercial Services Team supervisor on issues with the potential to escalate or cause risk.
- Seeks advice and clarification from their supervisor regarding matters that fall outside standard guidelines and practices.

### Reporting line

This role reports to the Team Leader, Venue Services & Events.

### Direct reports

Nil

### Budget/Expenditure

Nil

## Essential requirements

- Possess a current Responsible Service of Alcohol (RSA) qualification.
- Experience in supervising events with a delicate and fragile heritage environment.
- Experience in client management and food and beverage operations.
- Ability to manage lifting, carrying, standing, kneeling and moving around heritage sites both internal and external environments.
- Current First Aid Certificate.
- Current NSW Driver's Licence.
- Ability to work hospitality hours (after hours, weekends and nights).
- 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](http://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	Foundational
	Act with Integrity	Foundational
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	<b>Demonstrate Accountability</b>	<b>Intermediate</b>
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Foundational</b>

## 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
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Maintain own motivation when tasks become difficult</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>Identify and respond quickly to customer needs</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>Build a supportive and co-operative team environment</li> <li>Share information and learning across teams</li> <li>Acknowledge outcomes which were achieved by effective collaboration</li> <li>Engage other teams/units to share information and solve issues and problems jointly</li> <li>Support others in challenging situations</li> </ul>
<b>Results</b> Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> <li>Take responsibility and be accountable for own actions</li> <li>Understand delegations and act within authority levels</li> <li>Identify and follow safe work practices, and be vigilant about their application by self and others</li> <li>Be alert to risks that might impact the completion of an activity and escalate these when identified</li> <li>Use financial and other resources responsibly</li> </ul>
<b>Business Enablers</b> Project Management	Foundational	<ul style="list-style-type: none"> <li>Plan and deliver tasks in line with agreed schedules</li> <li>Check progress against schedules, and seek help to overcome barriers</li> <li>Participate in planning and provide feedback about improvements to schedules</li> </ul>