

Role Description

Public Programs Manager

Cluster	Premier and Cabinet
Agency	State Library of New South Wales
Division/Branch/Unit	Mitchell Librarian and Engagement / Public Programs
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	149311
PCAT Code	1119192
Date of Approval	June 2018
Agency Website	www.sl.nsw.gov.au

Agency overview

The State Library of New South Wales is one of Australia's oldest and most important public institutions. Collecting actively since 1826, the Library preserves and presents the social, cultural and scientific history of our State and our Nation for the benefit of all. Its rich collections, both physical and digital, alongside partnerships with the public library network across NSW and other vibrant collaborations enable Australians to examine their past and imagine their future. In short, the Library occupies a unique position at the very heart of our civil society.

The Mitchell Librarian and Engagement Division supports the State Library's engagement with the people of NSW and beyond. The Division is led by the Mitchell Librarian who also has a special responsibility for managing the highly significant collection of rare books, images, manuscripts and other material organized around the library of David Scott Mitchell which was given to the State in the early twentieth century. The Division is responsible for the creative and intellectual development of exhibitions, promotion and analysis of the Mitchell Library Collection, support for scholarship, learning and Indigenous engagement, media and communications, public programs, along with design and publications. The Mitchell Library is a uniquely important research collection which documents the development of Australia and its region from the earliest times to the present today. The Mitchell Librarian provides advice to the State Librarian on all these and related matters.

Primary purpose of the role

The Public Programs Manager leads the development, planning, coordination and delivery of the Library's public facing programs, including events, awards and the volunteer program. The Public Programs Manager also works across the institution to ensure that educational and other offerings are coordinated with public programming.

Key accountabilities

- Develop and deliver thought-provoking public programming which generates ideas, discussions and situates the Library at the centre of Sydney's cultural and intellectual life.

- Provide leadership to the Library's Volunteer Program and support its management and development across the Library.
- Work across the Library to ensure that outreach, engagement, educational, scholarly, and public offerings are aligned and in keeping with the Library's identity.
- Provide team leadership and supervise the performance of direct reports by setting work objectives, assessing performance and providing feedback, development and coaching to develop staff capabilities, meet work objectives and provide high levels of customer service.
- Lead the coordination, delivery and development of the Library's Awards programs that align the Library's strategic objectives to commercial activities.
- Develop and lead creative and commercial programming partnerships.
- Coordinate the management of events, working closely with the Visitor Services Manager to ensure their successful delivery, and work closely with the Media and Communications team to communicate and promote the Library's public programs.
- Lead the production of content for the library's events publication What's On and ensure that physical and online events-related information is accurate, timely and coordinated.

Key challenges

- Developing and delivering programs aligned to the Library's identity and goals, with limited resources and diverse stakeholder needs and expectations.
- Expand existing audiences and build new audiences through the development and delivery of innovative public programs, ensuring that they meet the Library's strategic objectives.
- Coordinate special events and cultural tours to meet the needs of internal and external stakeholders including the State Librarian, Library Executive and Foundation and external partners.
- Liaise with diverse organisations including federal and state government situations, arts organisations, sponsors and tourism providers.

Key relationships

Who	Why
Internal	
Mitchell Librarian and Director, Engagement	<ul style="list-style-type: none"> • Review plans and priorities, consult on programming initiatives, discuss issues, seek guidance with regard to direction, gain support
State Librarian	<ul style="list-style-type: none"> • Provide expert advice and deliver special events
Team	<ul style="list-style-type: none"> • Provide advice, guidance and regular performance feedback; manage workflows and provide leadership, coaching and professional development opportunities
All Library staff	<ul style="list-style-type: none"> • Liaise and collaborate with colleagues across the institution on marketing and communications planning and implementation
External	
Cultural and Arts organisations	<ul style="list-style-type: none"> • Productive collaborations with external partners across cultural and other sectors
External clients and other stakeholders	<ul style="list-style-type: none"> • Communicate and liaise to build effective relationships and ensure high-quality outcomes
Government	<ul style="list-style-type: none"> • Liaise with relevant governmental bodies

Role dimensions

Decision making

- Accountable for planning, development and implementation of all aspects of public programs, including selection of speakers, materials and identification of target audiences.
- Responsible for effective management and use of human, financial and other resources within set budgets.
- Liaises with industry leaders, government and central agencies and internal and external peers.
- Exercises high levels of autonomy when managing time, prioritising issues and determining work schedules.
- Provides direction, leadership and management of staff including assessment of performance outcomes and development needs.

Reporting line

This role reports to the Mitchell Librarian and Director, Engagement.

Direct reports

Senior Project Officer Awards (x2), Public Programs Officer, Volunteer Program Coordinator and Public Program Coordinator.

Budget/Expenditure

TBA

Essential requirements

- Relevant qualifications relating to visitor engagement to public programs, event management and/or significant experience in the development and delivery of cultural events and programs.
- Record of managing successful and innovative programs at the whole of organisation level in a competitive environment.





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	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Adept

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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> • Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • 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
Relationships Influence and Negotiate	Adept	<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 and explain the need for compromise • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relations with internal and external stakeholders • Pre-empt and minimise conflict
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks