

Role Description

Manager, Major Public Events (Sydney Open)



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Department/Agency	Museums of History NSW
Division/Branch/Unit	Programming, Production & Audience Division / Production & Experience Team
Role number	51012864
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	139911
PCAT Code	
Date of Approval	17 February 2025
Agency Website	www.mhnsw.au

Agency overview

Museums of History NSW (MHNSW) is an executive agency within the NSW Department of Creative Industries, Tourism, Hospitality and Sport (DCITHS) 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

Provide leadership and high-level project management to a multi-disciplinary team to ensure the successful delivery of the annual *Sydney Open* program. The program includes a large-scale, city-wide event which opens the doors to some of the city's most significant and unique buildings, many of which are not typically accessible to the public, along with a series of monthly behind-the-scenes architectural tours and related events and initiatives. This role will focus on growing *Sydney Open*, to ensure its strong reputation as a highly regarded and valued MHNSW flagship program.

Key accountabilities

- Lead creative programming and establish solid stakeholder relationships to secure the participation of buildings, sites and organisations in the *Sydney Open* program.

- Manage a multidisciplinary project team to deliver the annual *Sydney Open* program through scheduling and prioritising work; monitoring and reviewing processes; and ensuring deadlines and budget commitments are met.
- Develop and implement appropriate short-and long-term planning activities to effectively manage *Sydney Open* and support other related programming.
- Advise and support the Director Programming, Production & Audience and the Head of Production & Experience, contributing to the strategic planning, resourcing, development and delivery of *Sydney Open* events, including support for advisory committees and Board updates.
- Collaborate effectively with relevant staff across MNHSW and external stakeholders to manage the development and production of the annual *Sydney Open* program.
- Monitor and evaluate all aspects of the *Sydney Open* program throughout development and implementation, including risk and contingency management, benefits, project impact and quality measures, to identify and address issues, assess project progress and effectiveness, and achieve project outcomes, including visitation and ticket sales targets.
- Provide advice and information to stakeholders on emerging issues and industry trends to support development and delivery of *Sydney Open* and related programming in line with established plans, budgets, timeframes and other priorities.
- Collaborate across the organisation to maximise impact in developing programming/event opportunities which best communicate MHNSW's vision and the importance of MHNSW sites and collections to the widest possible audience.

Key challenges

- Managing resources effectively to meet strategic, corporate, and operational goals of MHNSW in relation to *Sydney Open* and related programming, including the need to create a compelling annual program with strong curatorial ties to architecture and heritage, grow and attract new and varied audiences and maintain the quality of the MHNSW offer.
- Facilitating the delivery of the *Sydney Open* annual program in collaboration with MHNSW staff and external stakeholders within financial and policy/legislative constraints.
- Managing a diverse team and monitoring the progress of multiple components of *Sydney Open* and related programming, to ensure the best solutions are reached within funding model and timeframe parameters.

Key relationships

Internal

Who	Why
Head of Production & Experience	<ul style="list-style-type: none"> • Receive guidance and direction in the development of the <i>Sydney Open</i> program in relation to planning and scheduling. • Provide regular updates on the program, issues and priorities. • Collaborate with to develop strategies to enable the agency to improve and develop <i>Sydney Open</i> related programming.
Director, Programming, Production & Audience	<ul style="list-style-type: none"> • Develop key stakeholder relationships and explore funding opportunities. • Provide reports on project planning, production and delivery. • Collaborate with to develop the MHNSW forward program and planning.

Direct reports/Project Team	<ul style="list-style-type: none"> • Provide feedback and advice to program participants and stakeholders. • Lead the project team and support staff to ensure they have the appropriate skills, expertise and judgement to manage project responsibilities and work collaboratively across the agency and with stakeholders. • Identify, plan, prioritise, implement and monitor team and individual workflows in consultation with relevant staff in order to ensure the effective operation of the team. • Manage project expectations by providing clear guidelines, advice and support to ensure projects are delivered on time and within budget.
Programming, Production & Audience Division	<ul style="list-style-type: none"> • Collaborate with to deliver <i>Sydney Open</i> and related programming. • Liaise with to finalise schedules for the communication and delivery of <i>Sydney Open</i> and related programs. • Liaise with to gain support for marketing collateral, website development and creative input. • Work with to build and maintain effective and collaborative working relationships.
Staff across the agency	<ul style="list-style-type: none"> • Work with and communicate project outcomes across the organisation. • Work closely with to ensure that staff and project management are undertaken in compliance with relevant MHNSW policies.

External

Who	Why
Project and industry partners, other cultural and government organisations, sponsors, community groups and researchers	<ul style="list-style-type: none"> • Build relationships and influence stakeholders to ensure support of, and participation in, the <i>Sydney Open</i> Program. • Develop and maintain effective professional networks. • Collaborate on projects and outcomes. • Manage project expectations by providing clear guidelines, advice and support to ensure projects are delivered on time and within budget.

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, within budget and to expectations in terms of quality, deliverables and outcomes.
- 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 delegation limits.
- Prioritises and manages multiple tasks and demands including matters with critical turnaround times.
- Maintains efficient lines of communication at all levels.
- Manages planning and scheduling works, staff resources and budgets over a set period of time.

Reporting line

This role reports to the Head of Production & Experience.

Direct reports

The following roles report to this role:

- Senior Producer, Programs Clerk Grade 7/8
- Producer, Programs Clerk Grade 5/6

Budget/Expenditure

Nil

Essential requirements

- Qualifications and/or extensive experience in event management, heritage or museum interpretation.
- Demonstrated experience in the development, management and delivery of major events and public programs for a cultural institution or tourism organisation
- Demonstrated high-level skills in leading and working with diverse and creative teams to develop content-rich, stimulating and creative audience engagement projects.
- Proven record in working with a range of specialist disciplines and diverse and creative teams in order to negotiate shared outcomes within an environment of tight budgets, staffing and resources.
- Willingness to work across MHNSW sites and ability to travel to multiple 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
 <p>Personal Attributes</p>	<p>Manage Self</p> <p>Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<ul style="list-style-type: none"> Act as a professional role model for colleagues, set high personal goals and take pride in their achievement Actively seek, reflect and act on feedback on own performance Translate negative feedback into an opportunity to improve Take the initiative and act in a decisive way Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation 	Advanced
 <p>Relationships</p>	<p>Communicate Effectively</p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> Present with credibility, engage diverse audiences and test levels of understanding Translate technical and complex information clearly and concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Contribute to and promote information sharing across the organisation Manage complex communications that involve understanding and responding to multiple and divergent viewpoints Explore creative ways to engage diverse audiences and communicate information Adjust style and approach to optimise outcomes Write fluently and persuasively in plain English and in a range of styles and formats 	Advanced
 <p>Relationships</p>	<p>Influence and Negotiate</p> <p>Gain consensus and commitment from others, and resolve issues and conflicts</p>	<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 diverse perspectives and the need for compromise in negotiating mutually agreed outcomes Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relationships with internal and external stakeholders Anticipate and minimise conflict 	Adept



Deliver Results

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

- 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



Project Management

Understand and apply effective planning, coordination and control methods

- 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



Manage and Develop People

Engage and motivate staff, and develop capability and potential in others












- 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 framework

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.

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	Adept
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences, and perspectives	Adept
 Relationships	Commit to Customer Service	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
 Results	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
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept



Optimise Business Outcomes

Manage people and resources effectively to achieve public value

Intermediate



Manage Reform

Support, promote and champion change, and assist others to engage with change

Intermediate