

Role Description

Production Manager



Cluster	Department of Premier & Cabinet
Agency	Sydney Living Museums
Division/Branch/Unit	Audience & Creative Production Division/Production & Experience Team
Location	The Mint
Classification/Grade/Band	Clerk Grade 9/10
Role Number	TBC
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	XX February 2021
Agency Website	www.sydneylivingmuseums.com.au

Agency overview

Sydney Living Museums (SLM) and The State Archives and Records Authority of NSW (SARA) are NSW Government agencies which operate under the leadership of a single Executive Director. Whilst maintaining two separate legal entities, services are provided under a shared model.

The agencies form part of the NSW Department of Premier & Cabinet and report to the Minister for the Arts. Sydney Living Museums is also recognised as a State Cultural Institution.

SLM cares for a group of 12 of the most important historic houses, gardens and museums in NSW on behalf of the people of NSW. The agency is administered under the *Historic Houses Act 1980*, which confers the responsibility for conserving, managing, interpreting and activating places and sites of local, national and international significance.

Our property portfolio includes the UNESCO World Heritage listed Hyde Park Barracks, Australia's oldest surviving government building, the Mint, and Rose Seidler House, which marks the arrival of the modernist architecture movement to Australia.

The portfolio is unlike other museums in that the significance of each is in the whole, and not just in the parts. The awareness of place frames each narrative. Our audiences are local, regional, national and international.

SARA is administered under the *State Records Act 1998* and is responsible for developing, preserving and promoting access to the NSW State Archives Collection, which pre-dates the European settlement of Australia in 1788.

SARA is the custodian and advocate for the State Archives Collection, which is one of the most complete and important collections documenting colonisation in the world. This vast cultural collection of more than 13 million items, valued at \$1 billion and which grows each year, details the development of this place and the wielding of colonial power, with multiple series of documents now included as inscriptions on the UNESCO Memory of the World Register.

SARA's Recordkeeping Standards and Advice function assists public offices in meeting their recordkeeping obligations under the *State Records Act 1998*, which is vital in the preservation of the memory of government for current and future generations. SARA's Government Records Repository provides commercial storage, records management, digitisation and consultancy services and generates the majority of SARA's operating revenue.

Primary purpose of the role

Provide leadership and guidance to a group of multi-disciplinary staff within the Production & Experience Team and contribute to the development and planning of the agency's forward program for all experiences across SLM sites.

Key accountabilities

- Manage a high-performing exhibitions and production team in the delivery of its functions and services through scheduling and prioritising work; monitoring and reviewing processes; keeping up-to-date with new technology to ensure deadlines and budget commitments are met.
- Collaborate with the Head of Production & Experience to manage the activities of multiple exhibitions and programs ensuring all projects meet SLM standards and are delivered within budget and on schedule.
- Implement appropriate short and long term planning activities for exhibitions and programs to effectively manage and allocate resources, projects and programs accordingly.
- Counsel and support to the Head of Production & Experience in contributing to the strategic identification, resourcing, development and delivery of exhibitions and programs across agency sites.
- Collaborate with the Head of Production & Experience to manage the development of forward planning for exhibitions and programs in alignment with SLM's strategic plan.
- Monitor and evaluate all aspects of program and projects implementation, including risk and contingency management, benefits realisation, project impact and quality measures, to identify and address issues, assess project progress and effectiveness, and achieve project outcomes.
- Provide advice and information to stakeholders on emerging program and exhibition issues to support their development and delivery in line with established plans, budgets, timeframes and other project and priorities.
- Engage all forms of media and technology old and new to best communicate SLM sites and stories to the widest possible audience.

Key challenges

- Managing resources effectively to meet strategic, corporate and operational goals of SLM in relation to the exhibition and program, including the need to grow and attract new and varied audiences and maintain the quality of the SLM exhibitions and programs.
- Facilitate the delivery of multiple projects simultaneously in collaboration with SLM staff and external stakeholders within financial and policy/legislative constraints
- Managing a diverse team and monitoring the progress of multiple projects to ensure the best solutions are reached within funds and on schedule.

Key relationships

Who	Why
Internal	
Head of Production & Experience	<ul style="list-style-type: none"> • Receive guidance and direction in relation to the development of exhibitions and programs forward planning and scheduling. • Provide regular updates on projects, issues and priorities. • Collaborate with to develop strategies to enable the agency to improve and develop the exhibition program.
Director, Audience & Creative Production	<ul style="list-style-type: none"> • Provide reports on the agency's exhibitions and programs.. • Communicate information related to potential expenditure variations which may have impact on budgeting or budget performance.
Direct reports	<ul style="list-style-type: none"> • Provide performance feedback and staff learning and development opportunities. • Lead and coach and ensure they have the appropriate skills, expertise and judgement to manage projects and work collaboratively with other staff across the agency. • Identify, plan and implement and monitor team workflows and individual duty statements in conjunction 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.
Audience & Creative Production Division	<ul style="list-style-type: none"> • Collaborate with to deliver programs and exhibitions • Liaise with to finalise schedules for the communication and delivery of the organisation's experience offer and forward program • Liaise with to gain support for marketing collateral and creative input • Work with to build and maintain effective working relationships.
Staff across the agency	<ul style="list-style-type: none"> • Work with and communicate exhibition and interpretation projects at individual museums and places. • Work closely with to ensure that staff and exhibitions and programs are undertaken , in compliance with and report on relevant policies including Equal Employment Opportunity (EEO), Workplace Health & Safety (WHS), Codes of Conduct, manage risks and other requirements
External	
Project and business partners, other cultural and government organisations, sponsors, community groups and researchers	<ul style="list-style-type: none"> • 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 delegations 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:

- Coordinator, Public Programs
- Project Manager – Exhibitions & Travelling Exhibitions
- Project Manager – Exhibitions & Interpretation
- Project Manager – (special projects – as required)
- Installation Officer

Budget/Expenditure

Nil

Essential requirements

- Qualifications and/or extensive experience in heritage or museum interpretation and the development, management and delivery of exhibitions and interpretation projects.
- Demonstrated high-level skills in leading and working with diverse and creative teams to develop content-rich, stimulating and creative interpretation exhibition and online projects for a wide range of audiences.
- 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.
- Possession of a valid drivers' licence.






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

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	Advanced	<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

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> Maintain a high level of personal motivation Take the initiative and act in a decisive way 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 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
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> Prepare clear project proposals and define scope and goals in measurable terms Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Prepare accurate estimates of costs and resources required for more complex projects Communicate the project strategy and its expected benefits to others Monitor the completion of project milestones against goals and initiate amendments where necessary

Group and Capability	Level	Behavioural Indicators
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> • Evaluate progress and identify improvements to inform future projects • 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