Role Description
Associate Producer, Public Programs

Cluster	NSW 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 3/4
Role Number	ACP070
ANZSCO Code	512111
PCAT Code	1327271
Date of Approval	26 May 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

Supports the customer focused operations of the public programs to fulfil a range of administrative duties while providing excellent customer service to a range of key stakeholders.

Key accountabilities

- Act as the primary point of contact for all enquiries regarding public programs to ensure accurate information is distributed to both internal and external parties.
- Provide administrative and Front of House support to ensure all matters are dealt with promptly, politely and effectively and requests for information are directed to the right people and that actions are followed up to maintain the deliverance of high standards of customer service.
- Under the direction of the Producer, Public Programs provide assistance with the maintenance and development of public programs databases to maintain accurate records in accordance with SLM policies and requirements.
- Provide timely and efficient administrative support for the Public Programs Team, including providing information for reports, responding to customer enquiries, word processing, records management and to provide operational support.
- Produce and process a range of documents through appropriate SLM software (SUN systems, IPOS etc), including purchase orders, receipts and invoices to ensure the correct recording and management of income and expenditure.
- Ensure the office is clean, efficient, equipped with proper systems and that all equipment is maintained in working order to ensure an effective workplace is maintained.
- Assist with delivery of events across the SLM as required to maintain the delivery of high standards of customer service.
- Support the delivery of the Sydney Open volunteer program and assist as require with the supervision and training of volunteers in financial procedures and other administrative and program functions to enable tasks to be completed accurately and in a timely manner.

Key challenges

- Managing the operational requirements of public programs through the efficient administration of office functions including invoicing, payment of suppliers, responding to enquiries, maintenance of databases and collection of data.
- Maintaining the proper administration of records, financial transactions and the implementation of SLM policies and procedures to support public programs.
- Understanding the roles and processes of public program projects and SLM in order to provide excellent customer service to a wide range of both internal and external stakeholders in support of public programs activities and relationships.

Key relationships

Who	Why
Internal	
Coordinator, Public Programs	• Receive guidance from and provide regular updates on issues and priorities.
	• Support project with front of house and administrative services, especially in managing relationships with internal and external

Who	Why
	stakeholders.
	• Provide assistance with correspondence, recordkeeping and financial management of public programs.
Associate Producer - Sydney Open Volunteers	• Answer enquiries about the program from existing and potential volunteers
	• Request information from volunteers in relation to the program
	• Provide support in the administration and delivery of volunteer recruitment and training, maintain records.
Program Volunteers	• Provide guidance to volunteers on their roles and duties including some supervision of their activities in support of the program.
	• Develop and maintain effective working relationships.
Production & Experience Team	• Work as a part of the Team to support the development and delivery of audience development and programming goals and strategies.
Audience & Marketing and Digital & Design Teams	• Collaborate with to develop and upload content for public programs to the SLM website.
	• Communicate project needs and coordinate schedules to ensure information is received and delivered in time to meet project deadlines.
	• Coordinate to ensure all information on SLM's website and intranet about public programs are kept up to date and that other web and social media tasks are carried out as necessary.
Teams across the agency	• Liaise with other teams and units to coordinate resources for the administration of public programs.
	• Work collaboratively with to deliver project outcomes.
External	
External Stakeholders	• Provide high level customer service to the multiple stakeholders participating and supporting public programs.
	• Correspond with individuals and organisations involved public programs.
	• Maintain records for the efficient management of relationships with buildings and organisational partners.
Audiences	• Answer enquiries from the general public about public programs promptly, accurately and courteously manner.

Role dimensions

Decision making

This role:

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- Takes active ownership of own work.
- Under the direction of the Coordinator, Public Programs identifies key work priorities in line with project time lines each month.
- Makes day to day decisions relating to work priorities and workload management.
- Consults with supervisor on issues with the potential to escalate or create precedent.
- Refers to supervisor for decisions that require change or fall outside standard guidelines and practices.
- Maintains efficient lines of communication.
- Exercises discretion and judgement in referral of enquiries/requests and/or complaints and correspondence.
- Prioritises own workload within established priorities.

Reporting line

This role reports to the Coordinator, Public Programs.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Current NSW driver's license.

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	Foundational
	Manage Self	**Intermediate**
	Value Diversity	Foundational
Relationships	Communicate Effectively	**Foundational**
	Commit to Customer Service	Foundational
	Work Collaboratively	**Foundational**
	Influence and Negotiate	Foundational
Results	**Deliver Results**	**Foundational**
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	**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	Intermediate	- Adapt existing skills to new situations - Show commitment to achieving work goals - Show awareness of own strengths and areas for growth and develop and apply new skills - Seek feedback from colleagues and stakeholders - Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Foundational	- Speak at the right pace and volume for varied audiences - Allow others time to speak - Display active listening - Explain things clearly - Be aware of own body language and facial expressions - Write in a way that is logical and easy to follow
Relationships Work Collaboratively	Foundational	- Work as a supportive and co-operative team member, share information and acknowledge others' efforts - Respond to others who need clarification or guidance on the

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Group and Capability	Level	Behavioural Indicators
		job • Step in to help others when workloads are high • Keep team and supervisor informed of work tasks
Results Deliver Results	Foundational	• Complete own work tasks under guidance, within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks • Seek clarification when unsure of work tasks
Results Plan and Prioritise	Intermediate	• Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and 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 impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Business Enablers Project Management	Intermediate	• 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

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