

Role Description

Curriculum Program Deliverer



Cluster	Department of Enterprise, Investment & Trade
Agency	Museums of History NSW
Division/Branch/Unit	Programming, Production & Audience Division/Production & Experience Team
Location	Sydney
Classification/Grade/Band	Guide
Role Number	PEX022
ANZSCO Code	249299
PCAT Code	1119192
Date of Approval	19 November 2020
Agency Website	www.mhnsw.au

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.

Museums of History NSW is the first cultural institution in the state with history as its core mandate. As a custodian and storyteller, MHNSW is committed to preserving and presenting our state's unique history and bringing its stories to life through diverse voices and viewpoints. We place history before us not behind us, making it immersive, discoverable and relevant through interpretation, exhibitions, public programs and online resources.

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

Deliver high quality curriculum based programs to a range of audiences across all Museums of History NSW's sites and through virtual excursions to enable formal learning audiences to learn about, engage with and enjoy the agency's sites and activities.

Key accountabilities

- Deliver consistently high quality curriculum based programs for a range of audiences to provide engaging and interactive experiences that inform participants and meet agreed outcomes.
- Respond quickly and effectively to changes in program running, the museum environment and audience requirements.
- Undertake the setting up and packing down of all equipment used in programs to facilitate the efficient delivery of programs.
- Monitor and care for program equipment and communicate the need to replace, repair or source equipment.
- Process required documentation in relation to group tours and provide appropriate data as requested.
- Maintain and implement correct safety procedures and ensure familiarity with all alarm and security equipment at each of the Portfolio sites to be able to effectively assist with safe evacuation of visitors and staff in emergency situations.
- Monitor visitor behaviour and control visitor movement during Programs to prevent damage and ensure conditions of entry are observed.
- Maintain and provide high standards of customer service to deliver of quality visitor experiences.

Key challenges

- Working across different sites and programs to ensure program-specific curriculum outcomes are met.
- Maintaining versatility in adapting programs in accordance with weather and on-site conditions and responding to the varied knowledge and ability of each audience.
- Coordinating the movement of multiple groups across a site to ensure the smooth delivery of multiple programs across more than one session.

Key relationships

Who	Why
Internal	
Coordinator, Learning Programs	<ul style="list-style-type: none">• Receive guidance and training from and provide regular updates on programming as required.• Provide feedback on any issues and equipment needs.• Receive information from regarding organisational developments and guidelines.
Producer, Learning Programs	<ul style="list-style-type: none">• Receive guidance from and provide regular updates on programming as required.• Provide training and information sessions.
Production & Experience Team	<ul style="list-style-type: none">• Maintain effective interaction and co-operation with other members of the Team
Portfolio staff	<ul style="list-style-type: none">• Collaborate with the develop knowledge of the organisation's sites and programs.

Who	Why
	<ul style="list-style-type: none"> • Develop and maintain productive working relationships. • Maintain effective interaction and cooperation across the agency.
External	
Teaching groups and formal learning audiences	<ul style="list-style-type: none"> • Deliver curriculum based programs to ensure specific curriculum outcomes are met. • Provide excellent customer services to encourage repeat visitation. • Develop and maintain productive working relationships.

Role dimensions

Decision making

This role:

- Takes active ownership of own work.
- Determines appropriate responses to changes in program running, the museum environment and audience requirements.
- Delivers programs to achieve agreed objectives and outcomes.
- Works as part of a multidisciplinary team.
- Consults with supervisor on issues with the potential to escalate or create precedent.
- Seeks advice and clarification from their supervisor as required.

Reporting line

This role reports to the Coordinator, Learning Programs.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements





- Current NSW Working with Children check.
- Educations qualifications with teaching experience and/or experience in delivering high quality curriculum based programs in a cultural institution or relevant organisation.
- Knowledge of and interest in, Australian history and other learning areas.
- Ability and willingness to travel to and deliver programs at various properties.
- Ability to manage lifting, carrying, standing, kneeling and moving around large sites in external environments.
- The ability to work at various times and hours depending on the requirements of bookings.

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.

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
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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	Foundational	<ul style="list-style-type: none"> Be willing to develop and apply new skills Show commitment to completing work activities effectively Look for opportunities to learn from the feedback of others
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> • Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified
Business Enablers Project Management	Foundational	<ul style="list-style-type: none"> • Plan and deliver tasks in line with agreed schedules • Check progress against schedules, and seek help to overcome barriers • Participate in planning and provide feedback about improvements to schedules