Role Description
Program Producer
(Children & Families)

Cluster	Department of Premier and Cabinet
Agency	Museum of Applied Arts and Sciences
Division/Branch/Unit	Programs & Engagement / Programs
Location	All MAAS Sites
Classification/Grade/Band	Clerk Grade
ANZSCO Code	249111
PCAT Code	1326292
Date of Approval	31 October 2017
Agency Website	maas.museum

Agency Overview

The Museum of Applied Arts and Sciences sits at the intersection of the arts, design, science and technology and plays a critical role in engaging communities with contemporary ideas and issues. Established in 1879, the museum includes the Powerhouse Museum, Sydney Observatory and the Museums Discovery Centre. The Museum is custodian to over half a million objects of national and international significance and is considered one of the finest and most diverse collections in Australia.

Programs & Engagement Department

The MAAS Programs & Engagement Department works to deliver exceptional experiences across all customer touch points on all of our sites. An interdisciplinary and multidisciplinary approach is taken across all in-venue and online programs, projects and activities. The department's work spans public programming, education, visitor services and venue support, regional, digital, ICT, online and media production services.

The **Programs** team delivers creative, cultural and educational experiences for all age ranges that encourage engagement with the applied arts and sciences and foster the development of future talent. The team also works to integrate and facilitate public and festival programming, exhibitions, online activity, and collections access to a wide range of interested community, industry, and educational players locally, regionally and globally.

The team structure comprises two **Education & Digital Learning** and **Public Programs**. A shared pool of casuals provide flexible support working across the teams delivering both ongoing and event-based activity. The Programs team take a key role in ensuring programming activity is coordinated across all our physical sites, regional engagement and digital platforms. The team also includes engagement with specialised audiences that provide organisation wide

focus for culturally diverse, regional and education audiences. The team also manages a team of volunteers who support the delivery of the program across our sites.

Primary purpose of the role

The Program Producer (Children and Families) provides creative support and coordination of public programming, co-production, festival and partnerships programming that explores and delivers outcomes for children and families. Working collaboratively with teams from across the Museum, they advocate for, develop and deliver programs for children and families, spanning all venues, delivering across digital and physical means.

Key accountabilities

1. Support the proposal, development, implementation and review of an annual Business Plan and Budget consistent with the Museum's Strategic Plan. In conjunction with the Head of Programs and Manager Public Programs, take key role in the development and implementation of the MAAS Strategy for Children and Families.

2. Coordinate activities across programs within the Group and their integration across the major business initiatives of the organisation; produce and implement an array of exciting, innovative festivals, co-productions, events and programs.

3. Undertake the management and planning processes for delivery of programs including monitoring quality control of programs, customer satisfaction and ensuring a lead role for MAAS as compared to trends and developments nationally and internationally in the field of educational, social and cultural experiences for children and families.

4. Collect, interpret and report on programs, services and income generating activities, monitor income and expenditure to ensure that budgetary guidelines are being adhered to.

5. Seek, prepare and review grant and funding submissions to support program delivery and development and ensure statutory and legislative requirements are adhered to and effective risk management procedures are in place.

6. Contribute to exhibition and interpretation planning, including long term site development and collaborate and coordinate with Curatorial, Collections & Exhibitions staff to ensure that effective programs are facilitated and that public access outcomes are achieved ensuring the provision of a high standard of internal and external customer service.

7. Ensure the Program Team staff and volunteers are inducted, trained and coached, foster positive working relationships and a team spirit, manage the performance of all staff, and support their ongoing professional development.

8. In collaboration with relevant Museum departments, develop and implement marketing, promotional and publicity strategies; manage commercial, business, cultural and educational relationships and partnerships with local, national and international players.

General Requirements
- Work in an interdisciplinary manner across project teams and Museum initiatives.

- Adhere to all obligations, responsibilities and legislative requirements under current Work Health & Safety (WHS) Acts and Regulations, ensuring all areas under supervision are monitored for WHS risks and hazards and are reviewed regularly.

Key challenges
- Ensure MAAS is positioned as the leading museum of applied arts and sciences.
- Working collaboratively with Museum staff who are physically distributed across sites.
- Developing and maintaining stakeholders and relationships to align to MAAS strategies and business needs.
- Fostering and encouraging a creative environment conducive to innovative programming practice.

Key relationships

Who	Why
Internal	
• Curatorial, Collection & Exhibitions Team	Collaboratively working with this team to ensure collaborative planning and execution of programs for children and families
• Development & External Affairs	To capitalise on commercial and funding opportunities in relation to programs for children and families
• All Programming Staff	Coordinating activities across the team to ensure planning and execution of programs for children and families
• Events Team	To ensure coordinated planning and that setups/pack-downs occur efficiently and safely
• Communications Team	"Joined up" approaches to communicating and marketing the MAAS offers to children and family audiences
• Volunteers Team	Coordination of recruitment, training and operations
• Volunteers	Key to delivery of public programming
External	
• Tourism, marketing and program development agencies	To ensure maximal profile for MAAS programs and services
• Community Relations Commissions	Key stakeholder and supporter of MAAS programs and services for children and families

Role dimensions

This role:

- Has a level of autonomy and is accountable for delivery of specific program across MAAS, working to develop new relationships and activities.

- Refers to supervisor for decisions that require change to strategic approach; that are likely to escalate; cause undue risk; create substantial precedent; or are outside of delegation limits.

- Plans and organises the work of the team to achieve agreed business objectives and performance criteria.

- Allocates work to team members and monitors progress.

- Submits reports, analysis, and briefing with the support of supervisors.

- Maintains working relationships with key stakeholders including education, applied arts and science industries to ensure currency and appropriateness of programs delivered.

Reporting line

- Public Programs Manager

Direct reports

- Casual and Temporary Staff (as required by Program demands)

Budget/Expenditure

The role is responsible for revenue generation and operational expenditure for Programs relating to Children and Families. See the MAAS Delegation Schedule for greater detail.

Essential Requirements

- Relevant degree or qualification (or equivalent), or significant program delivery experience in a cultural setting.

- Demonstrated track record in the delivery of public programming, co-production, festival and partnerships programming that meets the needs of families and children.

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	Intermediate
	Manage Self	**Adept**
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	Intermediate
	Work Collaboratively	**Adept**
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	**Adept**
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	**Adept**
People Management	**Manage and Develop People**	**Intermediate**
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	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	Adept	• Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Work Collaboratively	Adept	• Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Plan and Prioritise	Adept	• Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Business Enablers	Adept	• Prepare clear project proposals and define scope

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Project Management		• 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 • Evaluate progress and identify improvements to inform future projects
People Management Manage and Develop People	Intermediate	• Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people • Be constructive and build on strengths when giving feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolution of issues