

Role Description

Creative Producer – Children and Families



Cluster	Creative Industries, Tourism, Hospitality and Sport
Department/Agency	Australian Museum
Division/Branch/unit	Museum Experience and Engagement/ Programming
Role Number	50051151
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	249111
PCAT Code	1119192
Date of Approval	July 2024
Agency Website	https://australian.museum

Agency overview

Australian Museum (AM) is located on the homelands of the Gadigal people. The AM acknowledges and pays respect to the Gadigal people as the custodians of the land, sky and waterways, paying respect to Elders past, present.

The Australian Museum (AM) operating within the NSW Department of Creative Industries, Tourism, Hospitality and Sport cluster, is the first museum in Australia and was founded in 1827. The AM provides access, engagement and scientific research to increase our understanding of natural history and culture, particularly of the Australasian region. The AM holds more than 22 million objects of biological, geological and cultural collections and develops programs, exhibitions and school and community education initiatives onsite, online and offsite.

The AM mission is: *To ignite wonder, inspire debate and drive change.*

The AM vision is: *To be a leading voice for the richness of life, the Earth and culture in Australia and the Pacific. We commit to transform the conversation around climate change, the environment and wildlife conservation; be a strong advocate for First Nations' culture; and continue to develop world-leading science, collections, exhibitions and education programs.*

For more information, visit the [website](#).

The AM supports a diverse workforce and promotes applications from all ages and genders, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse groups, the LGBTQIA+ community, veterans, refugees and people with disabilities.

Primary purpose of the role

The Creative Producer, Children and Families works to co-ordinate and produce a suite of high-quality, engaging and relatable programs and activities that bring the AM to life for a broad range of young audiences.

From school holiday programs and DinoSnore sleepovers, to Dinosaur Festivals and Early Bird Access Mornings, the role collaborates with a range of staff to develop and deliver innovative public programs and engagement which grow audience understanding of the AM's exhibitions, collections and research, and transforms conversation around climate change, the environment and wildlife conservation.

Key accountabilities

- Research, plan, develop and deliver public programs and events for Children and Family audiences to support AM exhibitions, galleries, collections and research
- Research, liaise and engage with practitioners, educators, talent, presenters, and scientists to remain up to date with contemporary trends, best-practice programming, and audience preferences, to develop a strong collection of program opportunities
- Work closely with stakeholders including artists, practitioners, contractors and AM colleagues to ensure quality program and event delivery within specified timeframes
- Ensure all programs are accessible for diverse audiences and presented in a culturally appropriate manner
- Under direction and allocation of the Manager Public Programs; oversee and manage an approved budget for each project.
- Prepare event management documentation and follow processes which support smooth project delivery, including contracts, schedules, run sheets and briefing documents.
- Evaluate and document project outcomes, to ensure objectives are met and any learning used to improve future programs.

Key challenges

- Developing innovative and accessible public programs that align with varied audience interests and the AM's strategic goals
- Delivering programs on time and within budget, given logistical complexities and resource constraints.
- Ability to work on several simultaneous projects and manage competing deadlines

Key relationships

Internal

Who	Why
Manager, Programming	<ul style="list-style-type: none">• Collaborate with in the development of Children and Family programs; escalate issues and provide regular updates on program delivery and priorities; seek and receive guidance, direction, and feedback regarding work performance; ensure programs meet Programming strategic goals.
Creative Producers	<ul style="list-style-type: none">• Collaborate with colleagues in the development and delivery of programs
Head of Education	<ul style="list-style-type: none">• Consult and communicate with to ensure program content is aligned with the AM's education strategy
Exhibitions Team	<ul style="list-style-type: none">• Collaborate with to ensure Children and Family programs are scheduled to complement the delivery of other AM exhibitions
Building Services and Venue Hire	<ul style="list-style-type: none">• Assist with logistics, booking, and preparation of venues and locations for program events
Visitor Services Team	<ul style="list-style-type: none">• Brief and manage to ensure smooth delivery of programs
AMRI staff	<ul style="list-style-type: none">• Consult and collaborate with to develop science related programs including Scientist for a Day.• Ensure program content aligns with AM's science communication strategy
Marketing and Communications Team	<ul style="list-style-type: none">• Liaise with to ensure program content and marketing is aligned with the interests of target audience segments
Partnership and Development Teams	<ul style="list-style-type: none">• Collaborate with to ensure AM and partner requirements are aligned when developing Children and Family programs

External

Who	Why
Event Contractors / Suppliers	<ul style="list-style-type: none">• Liaise with to ensure equipment and other event provisions are available as needed
External AM stakeholders and partnerships	<ul style="list-style-type: none">• Maintain effective relationships and open channels of communication• Exchange information and respond to stakeholder enquiries
Speakers, Presenters, Artists and other potential Collaborators	<ul style="list-style-type: none">• Work with artists, scientists and educators to develop and deliver science-focussed and cultural programming• liaise with to remain up-to-date on contemporary trends and areas of interest for audiences• develop and maintain effective working relationships that can be leveraged to develop program content

Role dimensions

Decision making

This role has autonomy and makes decisions under their direct control and refers to the team leader decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Manager, Programming

Direct reports

Contractors

Budget/Expenditure

Budgets and expenditure are in accordance with approved Annual Budget and financial delegations and procedures subject to project type and sponsoring business unit.

Key knowledge and experience

- Demonstrated experience planning and delivering public programs for children and families and those with access needs
- Demonstrated interest, knowledge and understanding in natural history, First Nations cultures and the environment
- Experience working closely with artists, science communicators and other stakeholders during project development, planning and presentation stages
- Effective relationship management with community, stakeholders and industry
- Strong written and verbal communication skills with the ability to liaise with a broad range of people

Essential Requirements

- Relevant tertiary qualifications or equivalent experience in education, science communication, event management, or the arts and cultural sector.
- Availability to work on weekends, public holidays and school holidays when required.
- A valid NSW Working with Children check.

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
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback and advice Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately Raise and work through challenging issues and seek alternatives Remain composed and calm under pressure and in challenging situations 	Adept
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> 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 Stay motivated when tasks become difficult 	Intermediate
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> Take responsibility for delivering high-quality customer-focused services Design processes and policies based on the customer's point of view and needs Understand and measure what is important to customers Use data and information to monitor and improve customer service delivery Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant customers within the community 	Adept

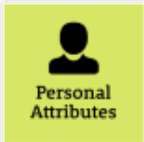
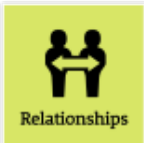


FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<p>Work Collaboratively</p> <p>Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others 	Intermediate
	<p>Deliver Results</p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> • Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed 	Intermediate
	<p>Plan and Prioritise</p> <p>Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<ul style="list-style-type: none"> • Understand the team and 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 affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments 	Intermediate
	<p>Project Management</p> <p>Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> • Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans 	Intermediate

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.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	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
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational