



## Position Description and Performance Agreement

### Manager Cultural Services

<b>Position No:</b>	SS043LS
<b>Position Classification:</b>	Grade 23
<b>Status:</b>	Full Time
<b>Position Revised on:</b>	March 2020
<b>Position Written by:</b>	Director Support Services
<b>Division:</b>	Support Services
<b>Branch:</b>	Cultural Services
<b>Reports to:</b>	Director Support Services
<b>Incumbent:</b>	
<b>Start Date:</b>	
<b>Special Conditions:</b>	Hours 8.30am to 5pm - 1 hour lunch 19 day month

#### 1 POSITION PURPOSE

- 1.1 The position is responsible for the effective and efficient operation of Hawkesbury City Council's Library Service, Regional Gallery, Regional Museum and cultural development services. The Manager Cultural Services leads a multi-disciplinary team of professional specialists, as well as frontline service delivery staff and volunteers who represent the public face of Council across its cultural facilities. The position has a high level of responsibility for:
- the strategic development of Library, Gallery and Museum facilities and services.
  - the review and progression towards the implementation of the Cultural Development Plan for the Library, Museum and Gallery.
  - negotiations with community groups and organisations as well as external networking and funding bodies.

#### 2 KEY ACCOUNTABILITIES

- 2.1 Responsible for the overall management and administration of the Cultural Services staff in their development, delivery, promotion and evaluation of audience focussed library, gallery and museum services and activities including: collections management, art and history exhibitions, creative, literacy and education programs, local history services, cultural planning, special needs and outreach and volunteer engagement
- 2.2 Responsible for ensuring staff work plans are linked to the Branch's budgets, Business Plan, Council's Community Strategic Plan and Operational Plan.
- 2.3 Coordinating service development processes within the Cultural Services Branch to establish integrated services, programs and activities to meet the information and cultural needs of the community (as identified in Council's Community Strategic Plan and Cultural Development Plan for the Library, Museum and Gallery).
- 2.4 Responsible for contributing to Council's strategic planning; management planning; annual reporting processes.



- 2.5 Development of budgets and business plans for the ongoing operation and future development of Council's Cultural Services Branch including its workforce planning, facilities (places and spaces) and technology.
- 2.6 The review and monitoring of budget expenditures and income to ensure they operate in accordance with adopted estimates (with variations identified and reported).
- 2.7 Responsible for advice to management and Council on the provision of cultural service issues and trends.
- 2.8 Implementing strategies to ensure the provision of responsive customer services for the assigned area of responsibility.

### **3 KEY DUTIES AND RESPONSIBILITIES**

- 3.1 Manage the functions of the Cultural Services Branch including the efficient and effective operation of the Regional Gallery and Regional Museum and Library Service.
- 3.2 Coordinate the development and implementation of operational procedures and risk management strategies to ensure the effective and safe operation of the Regional Gallery, Regional Museum and Library Service.
- 3.3 Provide professional and strategic advice to the Director Support Services, the General Manager and the Council on all aspects relating to the provision of library, gallery, museum and cultural services.
- 3.4 Represent Council on planning and advisory forums to research and investigate the information and cultural service needs of residents.
- 3.5 Implement community engagement strategies to research and investigate the information and cultural service needs of residents.
- 3.6 Coordinate service development strategies to respond to the information and cultural service needs of residents.
- 3.7 Identify funding and sponsorship opportunities and submit applications to secure funding for activities and services to respond to the information and cultural services needs of residents.
- 3.8 Make recommendations to Council on issues and trends relating to Council's role in the provision of services to meet the information and cultural services needs of residents.
- 3.9 Undertake Strategic and Business Planning for the Cultural Services Branch.
- 3.10 Develop and maintain relationships within the community, with customers, state and federal government agencies and private enterprise.
- 3.11 Provide leadership for the Branch, and deploy the resources of the Branch to achieve organisational objectives as identified in Community Strategic, Operational and Cultural Development Plan for the Library, Museum and Gallery.
- 3.12 Ensure a high level of customer services by enhancing a customer service focus within the Branch in accordance with organisational policies, practices, procedures and standards.
- 3.13 Attend Councillor Briefing Sessions and Workshops and provide presentations to Councillors on Cultural Services matters.
- 3.14 Other duties as directed by the Director Support Services, that is within the scope of your skills, competence and training.

### **4 POSITION CRITERIA**

#### **4.1 Essential qualifications and/or licences:**

- Relevant Tertiary qualification or equivalent experience to the functional responsibilities of the Branch (Library and Information, Creative or Visual Arts, Museum Studies and/or Cultural Development).
- Class C Licence

#### **4.2 Essential experience:**

- Demonstrated practical experience in managing at least one of the functions within the Cultural Services Branch – Library Services, Regional Gallery and Regional Museum.
- Highly developed interpersonal skills including the ability to collaborate and negotiate with a broad range of stakeholders
- Ability to propose and develop policies on key issues of significance to Council at a level suitable for adoption by Council.



- Extensive experience in planning, administering and monitoring operational budgets.
- Demonstrated high-level resource management skills, including ability to utilise contemporary quality and performance management processes, measures and information technology, to manage business performance.
- Demonstrated ability to lead, create and manage a high performance, multi-disciplinary team.
- Understanding of continuous learning principles, equal employment opportunities, occupational health and safety and ethical practice principles.

#### 4.3 Desirable qualifications and/or licences:

- A Management or Business Qualification (or extensive experience as a Manager or Business Administrator).

#### 4.4 Desirable experience:

- A good understanding of the requirements of the Local Government Act and other legislative and funding requirements relevant to the service areas within the Branch.
- Demonstrated capacity to propose and implement ideas for improving efficiency and work practices.
- Skills in successful sponsorship, grant acquisition and fund raising.

#### 4.5 Personal Attributes:

- Demonstrated understanding, knowledge and commitment in provision of quality Customer Service.
- Demonstrated problem solving skills and initiative, including ability to initiate and respond effectively to change.
- Demonstrated high-level written and verbal communication skills.
- Commitment to the principles of Community/Cultural Development

## 5 CORPORATE VALUES

#### 5.1 To take every action to embrace Council's values of:

- Professional
  - We set clear goals, measure results and seek to improve
  - We are sustainable
  - We are resilient
- Engaging
  - We value open and clear communication
  - We listen to the contribution of every individual
  - We value differences in the people and their perspectives
- Ethical
  - We behave with integrity
  - We keep our commitments and deliver
  - We make fair and consistent decisions
- Collaborative
  - We work together
  - We are cooperative
  - We share our ideas and talents

## 6 CORPORATE ACCOUNTABILITIES

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- To ensure compliance with relevant legislation and statutory requirements
  - To adhere to relevant delegations and council policies and procedures, including those related to Council's Code of Conduct.
  - To understand and respond to the needs of our customers in accordance with Council's Values and Customer Service Charter.
  - To identify obsolete and inefficient practices and recommend changes where appropriate.



## 7 WH&S RESPONSIBILITIES

- 7.1 Hawkesbury City Council is committed to ensuring the health and safety of all who contact our works. As a Self Insurer, Hawkesbury City Council has in place a comprehensive Work Health Safety and Injury Management (WHS&IM) System. This System provides processes and procedures for workers and visitors to manage health and safety in the workplace.
- As an employee of Council, there are certain responsibilities, authorities and accountabilities (RAAs) which are identified as part of the terms and conditions of your employment. RAAs are supported by Council's WHS&IM System Element 001 WHS Responsibilities which identifies actions to be taken, and the standards to be achieved. These RAAs are non-negotiable in terms of compliance.

## 8 PERFORMANCE AGREEMENT

- 8.1 I am fully aware of the terms of this position description and I agree to deliver the requirements of the key result areas to the best of my ability. I acknowledge that my performance will be assessed at least annually in accordance with Council's Employee Planning and Review process.

## 9 ACKNOWLEDGEMENT

- 9.1 I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that my duties may be varied from time to time, with consultation, to ensure that it remains relevant and up to date.

Employee

Date

### Privacy Notice

Council is bound by the provisions of the Privacy and Personal Information Protection Act 1998, in the collection, storage and utilisation of personal information provided in this form. Accordingly, the personal information will only be utilised for the purposes for which it has been obtained and may be available for public access and/or disclosure under various NSW Government legislation.

### General Information

This document reflects the major elements and responsibilities of this position and is not designed to be prescriptive in nature. Employees can therefore expect to undertake other duties to those identified.