

# Public Engagement Officer POSITION DESCRIPTION



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| <b>Position Number:</b> | 3693                                                                                 |
| <b>Department:</b>      | Communities and Lifestyle                                                            |
| <b>Section:</b>         | Communities and Culture                                                              |
| <b>Unit:</b>            | Rockhampton Museum of Art                                                            |
| <b>Position Status:</b> | Fixed Term Full Time                                                                 |
| <b>Classification:</b>  | Level 3 - Rockhampton Regional Council Certified Agreement 2022 – Internal Employees |
| <b>Reports To:</b>      | Audience Engagement and Learning Team Leader                                         |
| <b>Revised:</b>         | March 2024                                                                           |

## General Position Statement

This position supports Council's direction to build and deepen audiences at Rockhampton Museum of Art by developing, implementing and reviewing learning programs that align with the exhibition schedule. This position delivers innovative, connected and sustainable learning opportunities for diverse audiences at Rockhampton Museum of Art, aiming to add value and support the exhibition program and permanent collection.

Performance standards and expectations relating to this position will be detailed in the individual performance plan.

## Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Apply audience-centric strategies, standards and solutions to encourage and deepen participation at Rockhampton Museum of Art through engagement and learning activities, experiences and events.
- Ensure effective business modelling through the implementation of user pay modelling, and attraction of external funding.
- Contribute to the development and undertake the implementation of, an engagement and learning program that responds to themes and narratives relevant to curatorial and collection activities, engaging conceptually and physically with the region's community and its visitors.
- Contribute to the development and implementation of learning resources for a variety of learning styles and communication platforms to inspire and engage a range of audiences.
- Evaluate programs with appropriate measurable data to ensure programs are meeting business, customer and investor targets and aspirations.
- Ensure the effective development, communication, presentation and promotion of Rockhampton Museum of Art curatorial programs and public programs.
- Contribute to the development, implementation and maintenance of appropriate media, marketing, communication, evaluation and reporting mechanisms for institutional promotion, reporting and evaluation.

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- Assist in implementing and negotiating agreements and contracts, including relevant licences and insurances related to programs.
- Develop and maintain positive stakeholder relationships and negotiations with artists, partners, public users and other stakeholders.
- Assist with the development of operational plans, reports and schedules for the areas of responsibility and regularly review operational efficiency.
- Assist in developing, implementing and review of procedural manuals and instructions for the areas of responsibility to improve sustainability and productivity, ensuring compliance with Council policies, procedures and unit specific procedural manuals.
- Assist in preparing, implementing and monitoring project budgets, plans and reports relevant to areas of responsibility.
- Undertake the day-to-day security advising and implementing risk minimisation actions to ensure a high standard of programming, presentation and security at Rockhampton Museum of Art at all times.
- Work as a member of a multidiscipline team to develop and deliver a vibrant and engaging program of lifelong learning opportunities in line with the Rockhampton Museum of Art strategies and plans.
- Ensure the adherence and compliance to safety by identifying hazards, undertaking risk assessments, and ensuring the presence of MSDS's as related to the program.
- Ensure ethical behaviour in all transactions and dealings to maintain Council's professional reputation.
- Respond and complete all enquiries within Council's Customer Service timeframes.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

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## Position Requirements

Your suitability for this role will be assessed against the following competencies.

### Skills/Competencies

- Knowledge in fields such as arts education, museum studies, visual arts administration, or related disciplines.
- Demonstrated capacity to plan workloads, achieve set goals, meet deadlines, and coordinate short-term projects and project-based tasks.
- Demonstrated experience researching, planning and presenting a learning program that connects to strategic intents of a creative business.
- Proven ability to deliver a program of high artistic quality, including the ability to engage with a diversity of community and interest areas with a lens to income generation and increased participation.
- Demonstrated experience in the management of a learning program that provide access, engagement and participation in the forms of pre-visit, onsite, post-visit and digital access.
- Excellent communication (oral and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service and building effective working relationships with internal and external customers.
- Knowledge of policies and procedures relevant to the Unit, cultural sector, curriculum and lifelong learning.
- Ability to develop innovative solutions including the development of work practices, processes and policies relevant to the Unit.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.

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- Ability to use good judgement to make the best decision based on information gathered and analysed within the hierarchical boundaries of the role, especially when working in self-directed manner
- Ability to effectively operate Council's computer systems and software including Customer Management System, event management system, finance management system, asset management system, design softwares and a range of other integrated systems.

## Qualifications

- Blue Card for working with Children and Young People or ability to obtain. This position falls under the definition of regulated employment in the *Working with Children (Risk Management and Screening) Act 2000* and as such, persons seeking engagement in this position must undergo screening checks under the blue card system administered by the Department of Justice and Attorney-General.

## Desirable Qualifications and Experience

- Tertiary qualifications in Education, Fine Arts, Art History or Museum Studies (or relevant discipline) and/or knowledge gained through experience within an Art Gallery/Museum environment.
- First Aid Certificate
- Certificate Provide Responsible Service of Alcohol

## Behaviours

- *Customer Service* – Ensure that you are focused on our customer/s when carrying out your responsibilities.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Ensure that your behaviour is aligned with the Code of Conduct.
- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

## Work Environment and Physical Demands

- This position will require the employee to carry out physical tasks, which may include manual handling of up to 15kg, repetitive bending, kneeling, twisting and/or squatting, and working at heights.

## Additional Requirements

- Ability to work in an office and cultural institution environment.
- Ability to set up and pack down program and activity spaces.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- A willingness to obtain and hold a motor vehicle under a "LR" Class Licence.
- Ability to work outside of normal office hours as required, including weekends.
- A willingness to undertake a Functional Capacity Evaluation to satisfy the inherent physical requirements of the position.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

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## Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

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## Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

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| <b>Authorised By:</b>      | Manager |
| <b>Signature:</b>          |         |
| <b>Date:</b>               |         |
| <b>Employee Name:</b>      |         |
| <b>Employee Signature:</b> |         |
| <b>Date:</b>               |         |