

# Audience Engagement & Learning Team Leader POSITION DESCRIPTION



<b>Position Number:</b>	3899
<b>Department:</b>	Community Services
<b>Section:</b>	Communities and Culture
<b>Unit:</b>	Museum of Art
<b>Position Status:</b>	Fixed Term Full Time
<b>Classification:</b>	Level 4 – Rockhampton Regional Council Certified Agreement 2018 – Internal Employees
<b>Reports To:</b>	Business and Development Supervisor
<b>Revised:</b>	January 2021

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## General Position Statement

This position supports Council's direction by overseeing the development, implementation and evaluation of Rockhampton Museum of Art's learning and community engagement activities with a focus on first nations and digital. The position will create inspiring pathways for participation and learning that connects existing and new audiences to the Museum of Art in a meaningful, memorable and connected way.

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

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## Specific Responsibilities

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

- In line with the Learning and Engagement Plan; advocate for and encourage participation through learning and engagement experiences.
- Promote the importance of First Nations, digital and educational experiences to develop knowledge and pride in the collection and broader exhibition program.
- Support the development and retention of partnerships, collaborations and community engagement that raise the profile of the museum to local, national and international audiences.
- Support awareness of the collection through learning and engagement undertaking activities of programming, contracting, event management, and reporting.
- Contribute to the development, implementation and review of procedural manuals and instructions for learning and engagement to improve sustainability and productivity, ensuring compliance with Council and unit specific policies, plans and procedures.
- Supervise and mentor lower classified officers in the development of inclusive and accessible programs for diverse audiences.
- Recognise, advise, document and implement risk minimisation to safeguarded people and assets.

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- Prepare, implement and monitor project budgets, timeline, plans and reports relevant to learning and engagement.
- Ensure ethical behaviour in all transactions and dealings to maintain Council's professional reputation.
- Refer matters that may impact upon the business, Council and employees to the relevant Team Leader, Supervisor/Curator, Coordinator 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

- Experience working in arts education, administration and/or project management.
- Demonstrated ability to lead and supervise the team, supporting the core functions of Rockhampton Museum of Art.
- Demonstrated experience researching, planning and presenting a learning and engagement programme that connects to strategic intents of a creative business.
- Proven ability to develop and present a programme 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 creative participation program that provide access, engagement and participation in the forms of pre-visit, onsite, post-visit and digital access.
- Understanding of First Nations-appropriate practices, cultural awareness and terminology in order to perform culturally aware and appropriate.
- Working knowledge of relevant legal, audit and regulatory requirements, insurance and risk management.
- Demonstrated negotiation, influencing, conflict resolution and problem-solving skills, including the proven ability to resolve day-to-day operational issues in a proactive manner as they emerge.
- Ability to develop innovative and creative solutions including the development of work practices processes and policies that enhance team effectiveness and improve customers' experience.
- Ability to use sound 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.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Goal Setting – Ability to set, define and deliver goals that are SMART – *Specific, Measurable, Achievable, Relevant and Timely*.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.
- Ability to effectively operate Council's computer systems and software including Collection Management Software, Building Management Systems (BMS) and a range of other integrated systems.

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## Qualifications and Experience

- Demonstrated experience within an art museum environment, particularly relevant to the activities of education, events and programs.

## Desirable Qualifications and Experience

- Degree qualification in Museum Studies, Education, Community Engagement, Arts Administration (or related discipline).
- Ability to hold Blue Card for working with Children and Young People. 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.
- Ability to hold First Aid Certificate.
- Ability to hold 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 25kg, 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 work weekends and outside of normal office hours as required.
- Ability to legally operate a motor vehicle under a “C” Class Licence.
- 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).
- Ability to work with screen based equipment over long periods with prescribed rest breaks.
- Ability to set up public events.

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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.

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

# Audience Engagement & Learning

## Team Leader

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#### Appendix A: Leadership Capability Framework – Leadership Level Operational Leadership (Team Leaders and Supervisors)

Key Leadership Capabilities	Leadership Standard / Behaviour	Standards / Behaviours Required at this Leadership Level
Build and Maintain Trust	Engage and Inspire our People	Ensures alignment between work and Council's vision to engage and inspire others.
	Empower our People	Empowers others and builds trust and confidence through coaching.
	Enable Teamwork and Collaboration	Ensures teamwork and collaboration within and across teams.
	Effectively Communicate across the Organisation	Fosters open and transparent two way communication and ensures that communications are received and understood by team members and other stakeholders.
	Build Effective Enduring Relationships	Engaging in and supporting others to build effective and enduring relationships built on trust and respect.
Deliver Results	Manage People Performance	Ensures the alignment and achievement of goals through setting clear expectations, providing feedback, support and recognition to employees.
	Develop our People	Identify opportunities to provide development opportunities and coaching to others.
	Demonstrate Ethical and Accountable Decision Making	Develops own and team's organisational, political and cultural awareness.
	Demonstrate Organisational and Situational Awareness	Makes decisions in situations where there is scope for interpretation.
	Maintain a Strategic Focus	Coordinates resources to achieve Council's strategic objectives and supports others to understand how their role aligns.
	Plan and Organise Resources	Plan and organise resources to ensure the team delivers work within deadlines of to a quality standard in a safe and cost effective manner.
Customer / Community Driven	Be Customer and Community Focused	Focus on the purpose of Council and delivering what's best for the customer and community in line with vision.
	Manage customer and stakeholder relationships	Anticipates and adapts to customer and stakeholder needs.
Lead and Enable Change	Lead Change Effectively	Manages the process of change to ensure successful implementation.
	Lead Continuous improvement and Innovation	Supports others to identify, gain acceptance and implement continuous improvement opportunities.
Commit to Personal Growth	Commit to Personal Growth and Learning Agility	Commits to own personal growth and learning agility and shares learnings with others.
	Lead with Emotional Intelligence	Develops emotional intelligence and awareness of impact of actions on others.
	Build and maintain Technical and Operational Competence	Maintains own technical and operational competence and supports others to develop and maintain their competence.