

Role Description

Curriculum Program Deliverer



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Agency	Museums of History NSW
Division/Branch/Unit	Programming & Experience Division/Programming & Activations
Location	Sydney
Classification/Grade/Band	Guide
Role Number	50073994
ANZSCO Code	249299
PCAT Code	1119192
Date of Approval	19 November 2020
Agency Website	www.mhnswnsw.au

Agency overview

Museums of History NSW brings together a portfolio of iconic museums, rich collections and heritage sites, the nation's oldest archive collection, vital recordkeeping services and expert staff.

We bring history to life by sharing the stories of our places and collections. Through the State Archives Collection, we manage NSW's official documentary heritage, supporting government transparency and the public's right to access information.

These two roles do not just sit side by side – they inform and enrich each other. By preserving and making accessible our places, collections and archives, we create opportunities for people to explore the past and better understand their own place in the world. By supporting lifelong learning and inviting people to come together, we promote civic literacy, empathy, wellbeing and belonging.

We believe that history belongs to everyone. This is the promise and the purpose of MHNSW.

Museums of History NSW is a state cultural institution, established under the Museums of History NSW Act 2022. It is an agency of the NSW Department of Creative Industries, Tourism, Hospitality and Sport (DCITHS).

Primary purpose of the role

Deliver high quality curriculum based programs to a range of audiences across all Museums of History NSW's sites and through virtual excursions to enable formal learning audiences to learn about, engage with and enjoy the agency's sites and activities.

Key accountabilities

- Deliver consistently high quality curriculum based programs for a range of audiences to provide engaging and interactive experiences that inform participants and meet agreed outcomes.

- Respond quickly and effectively to changes in program running, the museum environment and audience requirements.
- Undertake the setting up and packing down of all equipment used in programs to facilitate the efficient delivery of programs.
- Monitor and care for program equipment and communicate the need to replace, repair or source equipment.
- Process required documentation in relation to group tours and provide appropriate data as requested.
- Maintain and implement correct safety procedures and ensure familiarity with all alarm and security equipment at each of the Portfolio sites to be able to effectively assist with safe evacuation of visitors and staff in emergency situations.
- Monitor visitor behaviour and control visitor movement during Programs to prevent damage and ensure conditions of entry are observed.
- Maintain and provide high standards of customer service to deliver of quality visitor experiences.

Key challenges

- Working across different sites and programs to ensure program-specific curriculum outcomes are met.
- Maintaining versatility in adapting programs in accordance with weather and on-site conditions and responding to the varied knowledge and ability of each audience.
- Coordinating the movement of multiple groups across a site to ensure the smooth delivery of multiple programs across more than one session.

Key relationships

Who	Why
Internal	
Coordinator, Learning Programs	<ul style="list-style-type: none"> • Receive guidance and training from and provide regular updates on programming as required. • Provide feedback on any issues and equipment needs. • Receive information from regarding organisational developments and guidelines.
Producer, Learning Programs	<ul style="list-style-type: none"> • Receive guidance from and provide regular updates on programming as required. • Provide training and information sessions.
Production & Experience Team	<ul style="list-style-type: none"> • Maintain effective interaction and co-operation with other members of the Team
Portfolio staff	<ul style="list-style-type: none"> • Collaborate with the develop knowledge of the organisation's sites and programs. • Develop and maintain productive working relationships. • Maintain effective interaction and cooperation across the agency.
External	
Teaching groups and formal learning audiences	<ul style="list-style-type: none"> • Deliver curriculum based programs to ensure specific curriculum outcomes are met. • Provide excellent customer services to encourage repeat visitation. • Develop and maintain productive working relationships.

Role dimensions

Decision making

This role:

- Takes active ownership of own work.
- Determines appropriate responses to changes in program running, the museum environment and audience requirements.
- Delivers programs to achieve agreed objectives and outcomes.
- Works as part of a multidisciplinary team.
- Consults with supervisor on issues with the potential to escalate or create precedent.
- Seeks advice and clarification from their supervisor as required.

Reporting line

This role reports to the Senior Producer, Learning.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Current NSW Working with Children check.
- Educations qualifications with teaching experience and/or experience in delivering high quality curriculum based programs in a cultural institution or relevant organisation.
- Knowledge of and interest in, Australian history and other learning areas.
- Ability and willingness to travel to and deliver programs at various properties.
- Ability to manage lifting, carrying, standing, kneeling and moving around large sites in external environments.
- The ability to work at various times and hours depending on the requirements of bookings.

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.



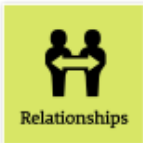

The capabilities are separated into focus capabilities and complementary capabilities


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	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Be willing to develop and apply new skills • Show commitment to completing assigned work activities • Look for opportunities to learn and develop • Reflect on feedback from colleagues and stakeholders 	Foundational
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly 	Intermediate
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers 	Intermediate
 Results	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> • Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others' health and safety • Escalate issues when these are identified • Follow government and organisational record-keeping requirements 	Foundational

	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> • Understand project goals, steps to be undertaken and expected outcomes • Plan and deliver tasks in line with agreed project milestones and timeframes • Check progress against agreed milestones and timeframes, and seek help to overcome barriers • Participate in planning and provide feedback on progress and potential improvements to project processes 	Foundational
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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.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational

