

Position Statement



POSITION TITLE	Cultural Experiences Leader
POSITION NUMBER	80063, 80204, 80445, 80217
REPORTS TO	Cultural Experiences Regional Leader
CLUSTER	Service Delivery
DEPARTMENT	Arts, Culture and Tourism (ACT)
TEAM	Cultural Experiences Group
CAPABILITY PROFILE	Team Leader
PAY BAND	G
CLASSIFICATION AND SALARY TABLE	Indoor 35 hours
AWARD BAND AND LEVEL	Administrative/Technical/Trades Band 2, Level 2
EFFECTIVE DATE	September 2023

ROLE PURPOSE

The Cultural Experiences Leader manages the daily operations of an ACT facility and its team, to deliver quality community services.

This position works directly with the Cultural Experiences Regional Leaders, other peers and patrons to deliver a variety of cultural experiences within the facilities.

This position provides a pivotal role in the successful delivery of the Arts, Heritage and Cultural Plan objectives and actions, by working collaboratively with other Cultural Experiences drivers to boost exposure and visitors, through contemporary and progressive cultural based programming.

Roles may evolve and change over time, in line with the changing strategic and operational requirements of the organisation to deliver quality services to our community.

CORE ACCOUNTABILITIES

1. Manage and deliver the day-to-day operations and asset of the facility, team/contractors, quality service deliverables and community engagements within ACT department directives and Council/Community expectations.
2. Develop, deliver review and improve contemporary Operation Business Plans.
3. Proactively deliver, review, monitor and report on all Cultural Hub activities to ensure the facility, services, community engagements and business improvements can be achieved.
4. Actively develop and implement outreach strategies for community engagement, working in collaboration with other Cultural Experience venues and community members who are unaware or not currently accessing the space and resources.
5. Support the development of activities, programs and services available to the community and ensure timely promotion.
6. Lead the effective coordination and delivery of all budget and financial reporting for the facility, performance assessments and KPI's.
7. Build a supportive professional team, which understands its contribution to the objectives of Lake Macquarie City Library, the Visitors Information Centre and any additional Cultural Services functions and Council, and works to these objectives.

The incumbent is required to undertake other duties, projects or tasks as directed, which are within their skills, competence and training, and undertake job-specific training and development. Consultation will occur as part of this process.

The incumbent is required to work closely with community volunteers and is responsible for the engagement, management and support of volunteers and their objectives in accordance with Council's Volunteer Engagement Strategy. Council recognises that volunteers provide an important service to the community and that the tasks undertaken by volunteers are not tasks usually carried out by Council's workforce.

This position:

- may operate across departmental service delivery, Monday through to Sunday; 8.00am to 9.00pm.
- is located across the ACT facilities with occasional visits to external sites/depots.
- the incumbent may be required for front of house service delivery using Spydus 10 technology.
- prior to an offer of employment being made, recommended candidates may be subject to a medical assessment prior to commencement.
- requires a Working with Children's Check to be completed prior to commencement (in which the department will subsidise/refund).

ESSENTIAL CRITERIA

1. Tertiary qualifications in Cultural Facility Administration and/or Gallery, Libraries, Arts or Museum (GLAM) sector.
2. Demonstrated cultural facility management and cultural services delivery experience.
3. Proven experience in managing and delivering a diverse range of community services and activities and programs/events (i.e. music, arts, literacy, technology, heritage).
4. C Class Drivers Licence.

DESIRABLE CRITERIA

1. Demonstrated Project Management capability with an ability to innovatively and creatively manage projects in areas such as customer service, technology, events and retail.
2. Understanding of and an interest in the GLAM sector strategies and deliverables.

CONDITIONS OF SERVICE

Our values: *shaping our future, leading at all levels, and working together*, reflect the culture of our organisation. They are the 'glue' that brings us all together in achieving our Council and community goals. Employees are expected to support, and feel supported by, our shared values.

Council is committed to making diversity, equity and inclusion a part of everything we do. We strive for a welcoming and inclusive workplace for everyone, including Aboriginal and Torres Strait Islander people, people who identify as LGBTQIA+, people of all genders and ages, people with a disability and people from culturally and linguistically diverse backgrounds.

Council's Capability Framework applies to all positions, and sets out the behaviours we expect from our people. The details of each profile are available on Council's intranet.

The incumbent is required to comply with Council's Code of Conduct, policies and procedures, and other conditions of service outlined in the letter of offer.