

POSITION DESCRIPTION		
<b>Position Title:</b> Public Engagement Officer	<b>Classification:</b> Band 2 Level 1 Grade 9	<b>Position Number:</b> BHCC-AGM-02
<b>Group/Area:</b> Corporate & Cultural Services	<b>Reports to:</b> Gallery and Museum Manager	<b>Hours per week:</b> 20
<p><b>Position Objective:</b> The Corporate &amp; Cultural Services team unites Council with other stakeholders to deliver broad prospects for economic and cultural participation.</p> <p>This team plays a pivotal role in ensuring Council is a leading partner with our community to achieve our city's vision of being a living museum, known among the world's heritage cities, persistently on the forefront of remote community revival and resiliently transforming its economy to deliver diverse and equitable wealth.</p> <p>The position will develop, promote/market and implement the delivery of audience development strategies, educational programs and activities in a gallery or museum setting to ensure a high level of community and visitor involvement in the Broken Hill City Art Gallery and the Albert Kersten Minerals and Mining Museum (Geo Centre). This position is responsible for providing quality public engagement including liaising and consulting with external stakeholders to effectively engage the Gallery's audiences. This position oversees the management of Gallery audiences including the maintenance of gallery databases and membership program.</p>		
<p><b>Special Requirements:</b></p> <ul style="list-style-type: none"> <li>• Work outside normal business hours</li> <li>• Must be available to work weekends, public holidays and school holidays</li> <li>• Hours to be rostered over a 7-day period (Monday – Sunday)</li> <li>• Capacity to work across multiple sites</li> </ul>		
<p><b>Key Stakeholders:</b></p> <ul style="list-style-type: none"> <li>• General Manager</li> <li>• Director Corporate Services</li> <li>• Gallery &amp; Museum Manager</li> <li>• Gallery and Museum staff</li> <li>• Government and non-government organisations</li> <li>• Local businesses, associations, groups, schools</li> <li>• Community members</li> </ul>		
<p><b>Reporting Lines:</b></p> <ul style="list-style-type: none"> <li>• This position reports directly to the Gallery and Museum Manager</li> <li>• This position does not have any direct reports</li> </ul>		

## **Duties and Responsibilities**

### **You will use your professional skills and experience to fulfil the following key responsibilities:**

- Develop and implement innovative and diverse engagement programs and initiatives in alignment with the Gallery and Museum's Strategic Business Plans.
- Liaise and consult with education providers, group touring interests and external stakeholders to effectively engage groups and schools (primary, secondary and tertiary) in the Gallery and Museum programs.
- Identify opportunities to link curriculum outcomes with the Gallery's exhibition program and permanent collections
- Develop partnerships with external groups and organisations for the effective delivery of the public program and liaise with external clients, including teachers, lecturers, students, artists, performers, community groups, members, arts groups, youth organisations, suppliers and the general public.
- Oversee the development and maintenance of mailing lists/databases such as school principals and art teachers in primary, secondary, tertiary and special education institutions in the region.
- Assist with the delivery of the exhibitions program including administration, openings, installation, planning, staff and volunteer training, promotions and community awareness when required.
- Attract, implement and acquit funds associated with workshops and exhibitions.
- Coordinate casual staff and contracted facilitators to use for the purposes of Public Programs and educational activities
- Administrative duties including: assisting with grant acquittals, finance duties, workshop bookings, advertising, front of house duties, sales and retail assistance.
- Undertake other duties within employee's skills, competency and training as required.

### **You will contribute to a customer focused approach to service delivery by:**

(N.B. Customers include both internal and external customers, including but not limited to ratepayers, residents, co-workers, councillors, external agencies, suppliers etc.)

- Understanding the overarching outcomes provided by Council through service delivery and infrastructure provision to the quality of life for residents and visitors to our City and having an ability to promote these outcomes
- Listening to customers and understanding that customer experiences are multi-faceted and consideration is given to customer view point and sensitivities surrounding particular decisions and interactions
- Recognise that customers' perceptions are their reality. Create processes to catalogue your customers' reactions and act on this intelligence by aligning your operational practices wherever possible to positively impact on your customers' perceptions
- Ensure that value is delivered to customers through a commitment to mutual cooperation among employees from different functions and departments
- Responding to and resolve Customer Requests and enquires in a timely and customer focused manner
- Ensuring that communication with customers is open, timely and transparent
- Being recognised for having a professional attitude towards customers
- Having an ability to manage difficult situations and conflicts – calmly and professionally

### **You will contribute to an effective organisation by:**

- Monitoring the external environment to identify potential risks, threats and opportunities related to your department, and ensuring these are considered in decision-making
- Support business excellence and continuous improvement practices

### **You will assist Council in achieving a financially sustainable future by:**

- Contributing to a whole of Council approach to resource usage and allocation
- Maintaining a 'value for money' attitude, through efficient and effective use of resources
- Making recommendations for innovative improvements in your work area that enhance outcomes for the community and reduce corporate services costs

**You will assist Council to meet Records Information management:**

- Understand and implement compliant records management in line with the State Records Act and BHCC Record Management Policy.

**You will adopt a team work approach by:**

- Performing an active role within the corporate and culture team to achieve the objectives of that function
- Engage in regular communication and co-operation with fellow team members
- Understanding that all staff at Council are one team working towards a shared purpose, and applying a 'whole of organisation' approach to every aspect of your work
- Embracing and promoting the values of the organisation
- Setting an example for other employees regardless of reporting lines
- Committing to self-awareness and improving professional effectiveness
- Understanding corporate risks that apply to your activities
- Conduct other duties as required to support the Corporate & Cultural Services team

**You will ensure a safe and equitable workplace environment by:**

- Acting in accordance with the NSW WHS Act 2011, WHS regulations and Council's WHS Framework
- Implementing, monitoring and complying with Council's WHS Framework, including, but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated tools in the work area
- Adequately familiarising yourself with your WHS responsibilities and actively fulfilling these
- Ensuring Council's equal opportunity employment practices reflect the highest standards of ethics, and EEO plans are developed and implemented accordingly

**Other duties**

In accordance with the Broken Hill City Council Award, Broken Hill City Council is committed to improving the skill levels of its employees and removing any impediments to multi-skilling. This position has therefore been designed to ensure the incumbent of the position (the employee) has a broad and diverse range of accountabilities and duties to perform.

The responsibilities and tasks listed in this position description are indicative only; Broken Hill City Council may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training.

Employees shall have reasonable and equitable access to education and training. Such education and training shall enable employees to acquire the range of skills they are required to apply in their positions.

**Selection Criteria****Essential**

- Demonstrated ability to successfully develop and implement educational activities and audience development programs
- Experience in working in the arts, culture, community engagement or education sectors
- Demonstrated experience in community engagement across a broad section of stakeholders including community members, education providers, artists and volunteers
- Excellent literacy, communication and interpersonal skills including the ability to write, design and produce educational and exhibition support material and make public presentations
- Demonstrated skills and experience with Microsoft Office suite applications including word, excel, outlook and also social media applications
- NSW Working with Children Check
- Current Drivers Licence

**Desirable**

- Diploma or Degree level qualifications visual arts or education and/or relevant experience within a public gallery environment
- Experience working with all Adobe suite programs including InDesign and Photoshop
- Experience working Axiell Emu, Collection Management System or similar
- Experience in grant development, and acquittal

#### Acceptance of Position Description

**Approved:** General Manager

**Signature:**

**Date:**

- I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.

**Accepted:** Employee Name

**Signature:**

**Date:**