

Position Description

Position Title:	Operations Coordinator
Directorate:	City Wide Services
Service Unit:	Art Gallery
Salary Point:	15
Position Reports To:	Art Gallery Director
Staff Management:	Yes
Budget Responsibility:	Yes
Date PD Reviewed:	May 2019

Organisation Context of Position	
<p>The City of Newcastle employs over 900 staff and is responsible for a local government area of 187km². Newcastle has a population of 148,000 and is the business and cultural centre of the Hunter region, home to over 620,000 people. In the heart of the Hunter Region, CN has a variety of locations across the City and encompasses 5 Directorates:</p> <ul style="list-style-type: none"> • Governance • Strategy and Engagement • People and Culture • Infrastructure and Property • City Wide Services <p>The purpose of the City Wide Services Directorate is to:</p> <ul style="list-style-type: none"> • Ensure CN's range of services and servicing for the community and visitors is consistently maintained at a high level throughout and across CN. • Facilitate a high level of community connection across and on behalf of CN. • Ensure services are set at a level that is clearly articulated to the elected CN and which are financially sustainable. • Set a benchmark for the organisation of exemplary customer service. <p>The Service Units and Elements that form the City Wide Services Directorate are:</p> <ul style="list-style-type: none"> • Art Gallery (Service Element) • Museum (Service Element) • Civic Services • Libraries & Learning • Customer Service • Waste Services • Parks & Recreation 	
Workplace Health & Safety	
WHS RAA Level	Level 4
<p>For specific WHS Responsibilities, Authorities & Accountabilities applicable to this position, the position holder will refer to the WHS Responsibilities, Authorities & Accountabilities matrix in the WH&S Management System. The person accepting the position will be required to sign off that they have received and understood their WHS Responsibilities, Authorities & Accountabilities.</p>	

Primary Purpose Statement

The Art Gallery Service Element is responsible for the strategic development and placement of the Gallery's position as the leading Public Art Gallery in the Hunter and regional NSW, supplying and promoting multiple activities that provide community benefit through interactive and holistic service provision relating to public need.

Position Responsibilities

- Responsible for the day to day management and monitoring of Art Gallery operations, staffing and facility maintenance.
- Provision of high-level operational and business support to the Art Gallery Director for a user focussed and cost-effective Art Gallery.
- Provide positive and visible leadership with a focus on motivating staff to deliver agreed work plans, consistent with the organisation's culture, values and priorities and the Council's Community Strategic Plan.
- Supervision of the Exhibitions, Curatorial and Audience teams comprising of permanent, part-time, casual, volunteers and externally contracted staff to ensure staff are aware of their responsibilities, authorities and accountabilities to achieve project objectives in a timely manner and within agreed budget.
- Assist in the development and monitoring of goals and objectives for the Art Gallery team which are aligned to the organisation and elected Council's vision and strategic goals.
- Oversight and assistance in the development and management of the Art Gallery team's operational budgets, monitoring expenditure and reporting on performance of teams against strategy, budget and agreed timeframes.
- Development and implementation of Art Gallery operational policies, business plans and project reports to ensure the effective operation of the Gallery building maintenance and infrastructure program.
- Management of the Art Gallery team's delivery of external grant funding submissions.
- Active contribution to the Art Gallery's Leadership Team.
- Promotion of the professional image of the Art Gallery by providing a high standard of customer service through courteous and professional interaction to ensure there is a high level of integration and satisfaction.
- Professional engagement, strong communication and relationship management of CN staff, contractors and suppliers.
- Implementation of WHS responsibilities across the Art Gallery's programs and procedures.
- Any other accountabilities or duties as directed by the Art Gallery Director which are within the employee's skill, competence and training.

Position Selection Criteria

Essential

1. Tertiary qualifications in Operations or Project Management, Business Administration or a combination of relevant tertiary qualifications and industry experience.
2. Significant experience commensurate with the position of a Senior Operations Coordinator with knowledge of 'best practice' for facility, operational and staff management.
3. Demonstrated capacity to manage a multidisciplinary team within the responsible financial framework; and to manage, monitor and evaluate the operational budget.
4. Detailed knowledge and extensive high-level experience in operations management, business planning, budgeting, cost control and performance management systems and principles.
5. Demonstrated leadership ability to motivate all levels of staff to achieve project objectives and provide high quality customer services to the community.
6. Exemplary written and oral communication skills, with the ability to produce clear and concise business reports.
7. High-level problem-solving skills and the ability to negotiate and resolve conflict by identifying issues before they become problems and implement innovative or creative solutions.
8. Demonstrated experience in all aspects of operations and facility management including risk management, consultant and contract management.
9. Extensive experience in the use of Microsoft Office and a sound working knowledge of document management systems.
10. Demonstrated excellent negotiation, interpersonal, time management and project management skills and the ability to determine priorities and manage competing demands.
11. Demonstrated capacity to implement WHS systems within the work environment.

Highly Desirable

1. Relevant operations management experience working at a senior level within Local Government.
2. Understanding of Local Government reporting principles and practices.
3. Willingness to undertake Licensee certification qualifications for Art Gallery functions.