

Position Description

Position title:	Head of Systems Administration
Work location:	Across Museum and Library facilities
Directorate:	Creative & Community Services
Reports to:	MALL Director
Direct reports:	3
Salary Point:	SP18
Decision making:	Level 4 Management Hierarchy
Date revised:	April 2023

Council Overview

City of Newcastle employs over 1,200 staff and is responsible for a local government area of 187km. Newcastle is both the cultural and economic centre of the Hunter region. Our organisational structure consists of four directorates, each linked to the four themes of our Community Strategic Plan (CSP):

1. City Infrastructure
2. Corporate Services
3. Creative and Community Services
4. Planning and Environment

The Museum Archive Libraries & Learning (MALL) service unit is part of the Creative & Community Services Directorate and this role reports to the Director of MALL.

What's it like working at the City of Newcastle?

We are focused on making a difference in our community and achieving our vision of **creating a liveable, sustainable, inclusive global city**. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers its employees the opportunity to develop in their current role, grow into future opportunities and reach their full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making as well as our day-to-day interactions.

We value diversity of thought, and we focus on equity in the workplace. We are committed to creating an inclusive workplace culture where everyone feels respected, safe, and valued so they can be themselves and fully contribute their opinions and perspectives to the success of the organisation.

What is the focus of this position?

Head of Systems Administration is a vital member of MALL's senior leadership team to plan and execute the vision, direction and strategic future of MALL, as well as playing a significant strategic role to create an evidence-based service provision, ensure cost effectiveness and drive service innovation and business improvements across MALL

Key focus areas of the role is to ensure effective and efficient operations across MALL, which include include data analytics and reporting, business intelligence, resourcing, revenue generation, budget management, strategic asset and facility management, technological systems and financial reporting.

What you will be doing:

- Lead the Administration & Business Services, Facilities and IT Systems teams to ensure staff are developing, engaged, aware of their responsibilities, authorities and accountabilities and achieve project objectives in a timely manner and within agreed budget and delegation.
- Define, develop and lead strategies in relation to the operations of MALL and the delivery of initiatives for user focussed, vibrant and cost-effective Libraries, Museum, and Fort Scratchley.
- Collaborate with MALL Director to analyse and strategically plan for future MALL projects for a minimum of 10 years into future by developing and managing a range of internal and external partnerships that are consistent with the strategic directions of the Community Strategic Plan and MALL objectives.
- Contribute to the development and lead implementation of the MALL's strategic plan in order to ensure Newcastle Museum, Fort Scratchley, and Newcastle Libraries contribute to promoting Newcastle as an attractive tourist destination.
- Proactively identify opportunities to promote and build relationships with key internal and external stakeholders to maximise commercial opportunities and grow revenue streams. This includes managing corporate partnerships, effective management of venue hire opportunities and the oversight of activities that attract revenue and contribute to the financial viability of MALL.
- Oversight of MALL and City of Newcastle operational policies and relevant Asset Management plans to ensure the effective operation of MALL's risk, maintenance, and infrastructure programs.
- Define, develop and lead business strategy, provide expertise and respond to business needs by delivering tailored and effective initiatives and solutions.
- Development and oversight of the MALL's operational budgets, monitoring revenue and expenditure and reporting on performance of teams against strategy, budget and agreed timeframes.
- Responsible for managing significant risk management objectives of a financial and reputational nature.
- Prepare, analyse, monitor, and report on budgets and performance relevant to strategic initiatives, within established time frames in accordance with CN processes. Source, manage and acquit grant applications.
- Promote and enhance the professional image of the MALL within and external to CN by providing a high standard of customer service through courteous and professional interaction and externally through a strong community, business and media support network.
- Any other accountabilities or duties as directed by the Manager which are within the employee's skill, competence, and training.

The essentials you'll need:

- Bachelor's degree in Business, Accounting, Arts Administration, Museum Studies, Library Studies and/or equivalent relevant degree and extensive industry experience.
- Significant experience commensurate with the position of a Senior Manager in a cultural institution, with a demonstrated expertise and emphasis on diverse and complex collection management, research and exhibition development.
- Demonstrated leadership ability to mentor, coach, inspire and develop all levels of staff in a multidisciplinary team to achieve project objectives and deliver high quality services to the community within the responsible financial framework

- Detailed knowledge and extensive high-level experience in operations management, business planning, budgeting, cost control and performance management systems and principles.
- Strong business and commercial acumen with experience in contributing to business strategy and providing expertise and partnering to senior leadership.
- Extensive experience in all aspects of operations and facility management including risk management, contractor management and customer experience.
- Substantial demonstrated ability in problem solving/decision making across a broad range of complex issues relevant to cultural institution development and collection management.
- Demonstrated excellent negotiation, problem-solving, interpersonal, time management, change management and project management skills and the ability to determine priorities and manage competing demands.
- Works collaboratively with honesty and transparency and encourages bold ideas and supports freedom of expression, innovation, and diversity.
- Demonstrated, highly developed personal capabilities including a strategic and growth mindset; an agile, flexible, and positive attitude; and strong personal leadership and accountability.
- Demonstrated commitment to compliance and the promotion of WH&S.

Other valuable skills you may have:

- Demonstrated highly developed technological literacy and systems implementation experience
- Experience working in a Local or State Government owned cultural institution.

We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.

Employee Name:	
Employee Signature:	
Date:	