

## POSITION DESCRIPTION

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### 1. POSITION DETAILS

<b>Position Title:</b>	Studio Team Leader
<b>Division:</b>	City Life
<b>Unit:</b>	Creative City
<b>Management Level:</b>	Team Leader

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### 2. ORGANISATIONAL RELATIONSHIPS

**Position Title of Supervisor:**

Manager Programs & Learning

**Titles of Positions which report to this position are:**

Cultural Program Coordinators  
 Cultural Program Facilitators  
 Cultural Program Officers  
 Cultural Program Officers (Casual)

**Contractors for which this position is responsible:**

Consultants and/or contractors may report to this position from time to time.

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### 3. PRIMARY PURPOSE OF POSITION

The primary purpose of this role is to ensure the end-to-end management of Pine Street Creative Arts Centre. The centre is a diverse and vibrant mix, both in terms of the many individuals and groups who use it and the equally rich programs and events, which take place in and around the centre.

To work with the team to research, design, develop, implement and evaluate an engaging and cost effective suite of lifelong learning programs, including workshops, exhibitions, talks, outreach and partnerships both local and global.

To ensure that community programs reflect Council's commitment to effective planning and facilitation of programs across the local government area and to set and monitor service standards.

The Studio Team leader is professionally qualified and is part of the extended Cultural Venues and Programs team. They play a key role in developing and implementing strategies and business plans.

Team leaders engage with the community and local business and serve as role models at the network level and the wider arts, City of Sydney and cultural institution sectors.

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#### 4. POSITION OBJECTIVES

The major objectives to be achieved by Studio Team Leader are;

##### **Leadership**

- Lead the team to deliver on the Pine Street Creative Arts Centre strategy and direction aligned to the overarching Cultural Venues and Programs business strategy.
- Ensure the successful and efficient end-to-end management of the Centre.
- Lead the operations of the Pine Street Creative Arts Centre Team, including planning, budget management, data analysis, reporting, evaluation, programming, design and use of spaces for programs, staff development, WHS, customer service, marketing, membership and community engagement.
- To collaborate, coach and communicate with Cultural Venues and Programs teams, colleagues and other City units in the management and promotion of the Pine Street Creative Arts Centre programs.
- To be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behaviour and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity, including the safety and security of staff, visitors and students.

##### **Staff development and continuous improvement**

- Lead high performing teams, staff engagement and performance management by mentoring, coaching and continuous staff development.
- Drive a culture of best practice and continuous improvement.
- Commit to professional development through life-long learning in programming, leadership, management, technology, visual arts practices and customer service.

##### **Customer service**

- Identify and understand diverse customer needs and develop and implement strategies and plans to meet their expectations for life-long learning.
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- Role model, coach and support the delivery of the Cultural Venues and Programs Business Unit plan, Quality Standards and guidelines through excellent customer service and learning programs.
- Lead the team to deliver programs through outstanding customer service, community engagement and membership development.

### **Design and development**

- Research, design, develop and promote Pine Street Creative Arts Centre learning programs by consulting with the Cultural Venues and Programs team, City's diverse communities and local experts and key partnerships.
- Publically present Pine Street Creative Arts Centre Programs where necessary and/or supervise the professional presentation of introductions, guest lectures, talks, performances, workshops and other approved projects while maintaining budgeting and resourcing constraints.
- Manage the Pine Street Creative Arts Centre assessment and evaluation process and maintain program adherence to the agreed principles, assessment guidelines and criteria for Pine Street Creative Arts Centre programs throughout the Libraries and Learning Network.

### **Policies and procedures**

- Adhere to and promote compliance with legislation and the City's policies. Adhere to Cultural Venues and Programs policies and procedures and contribute to the development of unit- wide policy and procedures.
- To be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behavior and to take immediate steps to investigate and rectify and report any risks to health, safety and welfare arising from any activity.

## **5. POSITION ACCOUNTABILITIES**

The Studio Team Leader – Pine Street Creative Arts Centre may be required to work in different locations and work flexibly to support opening hours, operations and programs.

The position will be accountable for the following:

### **Leadership**

- Lead operational excellence through network-wide planning; project, risk and financial management; and performance and team management.
- Role model and promote the City's values and Code of Conduct.
- Role model excellent communication and engagement through interpersonal skills and aligning management approaches and communication styles.
- Lead the team to embrace culture change, continuous improvement and service and technology changes.

- Ensure the responsible use of resources, budgets and staffing as they relate to Business Unit targets.

### **Staff development and continuous improvement**

- Continuously develop staff capabilities in customer service, programming and trends in the cultural sector through excellent coaching and training skills as well as assessing capabilities and providing constructive feedback.
- Ensure that staff understand and embrace best-practice programming, as demonstrated in Cultural Venues and Programs and other cultural sector institutions, locally and internationally.
- Actively engage in continuous professional development through formal training, participating in working groups, building professional relationships and sharing and implementing innovation within Pine Street Creative Arts Centre.
- Represent and promote the City of Sydney Creative Arts Centre in regular professional development, through networking and outreach capacities among other cultural associations and external organisations.
- Collaborate with others through participating in cross-functional working groups, project groups and joint programs.

### **Customer service**

- Lead the team to identify and understand diverse customer needs and develop and implement operational processes and learning programs that meet customer expectations.
- Lead the team to deliver efficient, equitable and accessible programs which are informed by policies and procedures, data analysis, customer feedback and community consultation.
- Identify, establish and grow partnerships and relationships with other City units, external organisations and community groups that promote City of Sydney Creative Arts Centre services, inform new services that meet community needs and increase the Centre's key performance indicators.

### **Program design and development**

- Develop innovative program ideas that positively benchmark the City of Sydney alongside other Creative Arts Centre programs locally and internationally.
  - To ensure the Pine Street Creative Arts Centre Team provides programming opportunities for various learning styles, abilities and preferences including self-directed, entry level and lifelong learning.
  - To ensure that our programs are aligned to the Business Unit plans, City's procurement policies and procedures and are well-considered activities that enhance the City's reputation and increase awareness of the centres'
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offerings.

- Extend beyond the centre's physical location to deliver targeted satellite programs and events take advantage of the full range of community resources.

### **Policies and procedures**

- Comply with and keep abreast of any relevant legislation and City policies and procedures applicable to the performance of the duties of this position.
- Accept responsibility and authority for all related tasks as set out in Pine Street Creative Arts Centre procedures, guidelines and Quality Standards.
- Other duties as requested by the supervisor.
- This position will be required to make decisions from a routine nature through to a complex nature on a regular basis. Problems may require immediate decisions in the absence of any advice or reference to supervisory staff.

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## **6. WORK, HEALTH & SAFETY RESPONSIBILITIES**

Team Leaders are responsible for the health and safety of all persons under their direction. As such they are responsible for assisting their managers in implementing the WHS Policy and Safety Management System (SMS) by:

- Inducting all new and transferred workers
- Implementing risk management activities
- Stopping work in circumstances that are deemed an immediate risk to health and safety until a satisfactory solution is agreed/implemented
- Actively promoting consultation, WHS training and access to information to ensure safe work procedures are understood and followed
- Managing, implementing and advising workers when changes have been made in the workplace (i.e. systems of work, risk assessments)
- Reporting hazards and any work-related injuries/illness as soon as practicable; taking reasonable care; and taking immediate steps to investigate and rectify any risk to health, safety and welfare.

A full list of WHS responsibilities and accountabilities are available within the City's SMS document; Responsibility, Authority and Accountability (RAA) Matrix.

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## **7. AUTHORITY TO ACT**

The Studio Team Leader has autonomy in the management and day to day running of the Pine Street Creative Arts Centre team and Programs for the Centre.

- This position makes decisions in the strategy, planning and development of the Pine Street Creative Arts Centre team and decisions that impact the Network.
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- This position has the authority to take any reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements.
- All employees have the power to stop work in circumstances that are deemed an immediate risk to health and safety until a satisfactory resolution is agreed / implemented. Such circumstances may include life threatening situations or those that could result in loss of limb or other significant lost time injury.

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## **8. ESSENTIAL AND DESIRABLE CRITERIA**

### **Essential Criteria**

- Completion of tertiary qualifications in GLAM sector (Gallery, Library, Archives, Museum) or related cultural/educational/visual arts field.
  - Demonstrated experience and skills in leadership including planning and organisational skills and the ability to coach and develop a high performing team with shared goals and objectives.
  - Knowledge and demonstrated experience of centre management systems, operations, services.
  - Demonstrated high-level oral and written communication skills including networking and influencing skills and the ability to establish and implement internal and external communication strategies.
  - Demonstrated knowledge of best practice and latest trends, experience and skills in learning programs in cultural institutions.
  - Experience in leading a cultural programs team in delivering and evaluating learning programs and event and project management.
  - Experience in developing, overseeing and delivering learning programs for a range of audiences including children, youth, adult, seniors, multicultural, special needs, community interests and outreach.
  - Demonstrated knowledge and experience in developing and implementing learning programs utilising technology, digital resources, spaces and facilities.
  - Demonstrate excellence in customer service and delivering equity in access.
  - Demonstrate a commitment to Equal Employment Opportunity, Work, Health and Safety and Cultural Diversity principles.
  - Membership of a professional association in a cultural or educational field.
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- Demonstrated ability to develop professional networks in corporate, cultural and community arenas and maintain effective professional relationships and partnerships on behalf of a major institution.
- Ability to obtain Working with Children Check.

#### **Desirable Criteria**

- Be willing to work evenings and weekends (with remuneration)
  - Tertiary qualifications in leadership, management or business
  - Advanced PC/Mac skills, advanced Office software skills and/or design/music/video software skills; knowledge of audio-visual technologies, and/or emerging technologies and social media.
  - Proficiency in another language other than English
  - Class 1C drivers licence
  - Ability to obtain Responsible Service of Alcohol Certificate
  - Proven capacity to develop business cases, lobby funding agencies and comply with relevant accountability requirements.
  - Current First Aid Certificate or willingness to undertake relevant training.
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