

## Senior Manager, Engagement

### About you

You are passionate about engaging existing and new audiences with Queensland Museum through high quality and innovative events, programs and experiences that advance STEM knowledge and literacy, embed voices of diverse people within our programming, with particular emphasis on First Nations peoples, and prioritise initiatives focused on access and inclusion, self-guided and guided experiences.

Our ideal candidate is motivated and passionate about sharing Queensland stories, has previous experience in audience focused program and event development, including co-producing with and for diverse audiences. You will also have an understanding of best practice in audience engagement, formal and informal learning.

### Reporting Relationships

The Senior Manager, Engagement reports to the Director, Experience and Engagement.

Direct Report: Program Producer (Events), Program Producer and Program Producer (Loans)

Indirect Reports: Project Teams, Assistant Producer, Events, Engagement Officers, Operational Coordinator and Operational Assistants.

The Senior Manager, Engagement collaborates with Senior Manager, Experience and other areas across the Museums and Engagement portfolio including the World Science Festival Brisbane / Queensland, regional museums and audience engagement and marketing. The role will also work closely with museum partners including Collections, Research and Exhibitions portfolios, external stakeholders, partners and contractors.

### About the team

The Museums and Engagement portfolio delivers authentic experiences that strike a balance between expert knowledge and compelling outcomes to truly connect with audiences in ways that inspire discovery, awe and wonder.

The Experience and Engagement team develops and delivers high quality programs and experiences at Queensland Museum Kurlipa, and the QM Loans program at the Collections and Research Centre, Hendra.

Our creative, collaborative and diverse team manage QM's four award-winning museums; ensuring exemplary visitor experience and audience engagement, coordinate innovative public programs and student and teacher learning programs and resources, online, onsite and offsite and presents major partner projects and events including World Science Festival Brisbane. engagement onsite and online; deliver learning outreach; and present major events such as World Science Festival Brisbane.

Our museums welcome more than 2 million visitors every year and more than 6 million online visits.

## ROLE DESCRIPTION



### Role type

Permanent, flexible full time



### Remuneration

AO7, \$127,842 - \$136,896 per annum (plus leave loading and employer superannuation contributions of up to 12.75%)



### Closing date

Tuesday 30<sup>th</sup> July 2024



### Museum

Queensland Museum Kurlipa



### Location

Corner Grey St & Melbourne St, South Brisbane QLD 4101



### Contact

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Director, Experience & Engagement

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Job reference: QM576489

Portfolio: Museums and Engagement

Team: Experience and Engagement

JEMS Review: 23 March 2023

JEMS Reference: QM/20231006

Position number: 47681

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QM is continuing its reconciliation journey through an *Innovate* Reconciliation Action Plan.

Our Vision is to empower and elevate First Nations peoples, communities and cultures and we are committed to truth telling and delivering honest and inclusive reflections on history.

We acknowledge Traditional Owners of Country throughout Australia. We recognise their continuing connection to lands, waters and communities. We pay our respect to Aboriginal and Torres Strait Islander cultures and to Elders both past and present.

## **What we are looking for**

Appointments in the public service are based on selecting the person best suited to the position. Your skills for this role will be assessed against the Program Leader Leadership competencies for Queensland by looking at what you've undertaken previously and what knowledge, skills and learned experiences you can bring to the team and the role, including your personal qualities and your potential for development.

The ideal candidate will demonstrate the following competencies as they relate to the key responsibilities of the role:

### **Vision**

- Clearly articulate the program's role in achieving the organisational vision, working with others to determine program strategy, parameters and purpose.
- Monitor changes in the environment through questions, observations and community insights to generate a deep understanding of improvement opportunities.
- Demonstrate flexibility in response to change and support the workforce to embrace new expectations through clarity of the intended outcomes.
- Role model courage in making decisions, providing advice and a clear rationale even with conflicting or incomplete information.

### **Results**

- Recognise the unique talents and aspirations of the workforce and enhance capability through targeted development activities.
- Strengthen partnerships by providing proactive advice, and support others to share relevant information in a tactful and articulate manner.
- Distil and communicate the vision authentically to connect program objectives to the broader priorities.
- Role model persistence through program setbacks, empowering others to source alternate strategies to overcome issues.

### **Accountability**

- Promote personal and team responsibility for the realisation of a healthy and safe workplace.
- Role model courage in making decisions, provide advice and a clear rationale even with conflicting or incomplete information, successfully negotiating and influencing management behaviours to improve safety and risk performance.
- Role models impartiality and ensures legislative and regulatory frameworks are applied effectively.
- Foster an inclusive workplace where health, safety and wellbeing is promoted and prioritised

## **Required skills and experience**

- Relevant tertiary qualifications and/or experience in the Galleries, Libraries, Archives and Museums (GLAM) sector managing a team to deliver innovative programs, including digital initiatives that engage and inspire diverse audiences.
- Excellent understanding and track record in audience insights and program co-creation.
- Established professional networks and working knowledge of public programs, learning outcomes and an ability to liaise with a wide range of internal and external key stakeholders.

- Strong commitment to equality and diversity, with experience of developing audiences through implementing accessible and inclusive practice will be central to this role.
- Current Queensland Working with Children Card (Blue Card) or ability to obtain one.
- Current C Class Driver's License.

## **What you will do**

The Senior Manager, Engagement will;

- Lead a dedicated team in the formulation, planning, management of audience focused programs that improve our digital capacity and increase engagement with QM collections, exhibitions and research.
- Implement an innovative and inclusive program informed by audience analysis and community consultation.
- Collaborate with Director, Experience and Engagement and Senior Manager, Experience, on program development and participate in and lead working parties with internal and external stakeholders.
- Act as the key point of contact for select event/project partners, including liaison with key stakeholders across government, education institutions, tourism and industry bodies, partners and community organisations.
- Provide specialist programming, technical and risk management advice on program of events including the development of plans, schedules and risk analyses.
- Provide specialist programming, technical and risk management advice on programming for schools and other educational institutions.
- Manage a programming budget, escalate issues promptly and report against expenditure.
- Monitor ticket sales for individual events and work with Queensland Museum's Audience Engagement and Marketing team to maximise engagement with new and existing audiences.
- Prepare tender documentation, negotiate and oversee management of agreements, and provide specialist advice on operational issues including viability of collaboration opportunities.
- Lead the development and modification of programming procedures and event documentation processes.
- Provide high level reporting and evaluation to the Director, Experience and Engagement.
- Maintain knowledge of local, national and international audience engagement and public program trends and apply this knowledge to enhance QM programs.
- Comply with QM policies, procedures and appropriate legislation including a demonstrated commitment to creating a child safe and youth friendly learning environment.
- Contribute to the safety culture of QM by reporting all incidents and hazards and ensuring work is undertaken in the safest way possible, following all QM WHS policies and/or procedures and guidelines relevant to the job.
- Comply with QM policies, procedures and appropriate legislation.

## How to apply

To be considered for this role, please provide the following information to the selection panel for assessment of your suitability:

- Your current résumé, including two recent referees with a thorough knowledge of your work performance and conduct within the previous two years.
- A statement, of no more than two (2) pages, outlining your suitability for this role by addressing the Required skills and experience in the context of the Leadership competencies for Queensland, as set out in the 'What we are looking for' section. Shortlisting and selection will be based on this statement.

**Interested?** Apply on-line through Smart Jobs and Careers website ([www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au)). You will receive a system-generated acknowledgement.

If you are unable to apply online please contact CAA Recruitment Services on (07) 3003 2341 or (07) 3003 2336 to enquire about alternative arrangements.

## About us

Queensland Museum (QM) is the custodian of the State Collection: a magnificent assemblage of 15.2 million cultural objects, natural history specimens and geological treasures documenting Queensland's story – past, present, and future.

One of Queensland's oldest institutions, QM connects with communities through a dynamic, state-wide network that includes four award-winning museums; a state-of-the-art collections and research centre; education loans program; virtual museum online; best-selling publications; a museums and cultural heritage development program and major events such as World Science Festival Brisbane.

You may wish to access further information regarding QM on our website, which is located at [museum.qld.gov.au](http://museum.qld.gov.au).

## Our values

At QM, we care for our collection, our community, and our people:

- **Curious:** We investigate to understand and make meaning. We share knowledge to shape a positive future for our world
- **Authentic:** We tell stories that create genuine connections and reflect our communities
- **Respectful:** We celebrate the diversity of peoples and perspectives and act with integrity and truth
- **Enterprising:** We act boldly, seize opportunity, and find creative solutions for challenges together

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## Additional information

- Intra-state travel may be required from time to time.
- Probationary periods apply to successful candidates external to the public sector.
- Occasional work outside normal working hours, including weekends, may be required from time to time.
- A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicles.
- Your application for this role will remain current for 12 months and may be considered for recurring vacancies which may be at an alternative location or alternative employment basis (full-time or part-time).

## Pre-employment checks

Appointment is subject to the following pre-employment checks and disclosures:

- **Employment screening:** criminal history, a Working with Children (Blue Card) and previous discipline history check will be undertaken.
- **Employment eligibility:** to be appointed to a position, you must be an Australian citizen, have permanent residency status or a visa permitting you to work in Australia. You are required to notify Queensland Museum if your right to work in Australia ceases.
- **Employment as a lobbyist:** newly appointed employees to the Queensland public sector must disclose within one month of starting duty any previous employment as a lobbyist within the last two years.

## Why work with us?

We are invested in our people: we know that they are key to achieving our vision for Queensland. We are committed to creating a thriving and inclusive workplace, where people are respected, have the opportunity to fulfil their potential, and deliver the best possible outcomes. We achieve this by creating a diverse workforce and by living our values, which enable us to harness our strengths and deliver better outcomes for Queensland.