

Position Description

Position Title:	Operations Officer
Directorate:	City Wide Services
Service Unit:	Museum
Salary Point:	5
Position Reports To:	Exhibition Coordinator
Staff Management:	Supervision of contractors
Budget Responsibility:	N/A
Date PD Reviewed:	September 2019

Organisation Context of Position

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:

- Governance
- Strategy and Engagement
- People and Culture
- Infrastructure and Property
- City Wide Services

The purpose of the City Wide Services Directorate is to:

- 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.

The Service Units and Elements that form the City Wide Services Directorate are:

- Art Gallery (Service Element)
- Museum (Service Element)
- Civic Services
- Libraries & Learning
- Customer Services
- Waste Services
- Parks & Recreation

Workplace Health & Safety	
WHS RAA Level	Level 6
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.	

Position Responsibilities

- Ensure that all sites are in good working order. Responsible for liaising with all staff and volunteers regarding practical building and WH&S compliance across all facilities of Newcastle Museums.
- Oversee the site maintenance liaising with CN and outside contractors to rectify problems with Newcastle Museum and Fort Scratchley Heritage Site systems and infrastructure. Act as the primary contact for building infrastructure and services for the Museum.
- Undertake planned maintenance and WH&S compliance regime. Ensure that information is shared amongst Newcastle Museums staff and is integrated with all elements of museum service provision.
- Assist in strategic planning and provision of asset management.
- Develop and maintain excellent working relationships within CN, community as well as national museum community to ensure there is a high level of integration and teamwork.
- Support the Exhibition Coordinator in participating in the installation and deinstallation of temporary and travelling exhibitions.
- Fulfil the responsibilities of an Employee stated in Council's WH&S Policy and Procedures.
- Any other accountabilities or duties as directed by Supervisor / Manager which are within the employee's skill, competence and training.

Position Selection Criteria

Essential

1. Solid demonstrated experience in managing building services and liaising with contractors and consultants and an understanding of the management of mechanical and electrical systems.
2. Solid demonstrated experience in problem solving/decision making across a broad range of issues relevant to the maintenance of facilities and buildings, including listed heritage buildings.
3. Current Class C Driver's Licence.
4. Forklift Licence (or willingness to obtain) and experience utilising plant such as EWP and Walkie Stackers.
5. Ability to productively advance multiple projects simultaneously and utilise building/planning documentation to participate effectively in forward planning.
6. Solid demonstrated capacity to work effectively and in a sustainable manner in a team environment.
7. Demonstrated commitment to compliance and the promotion of WH&S.
8. High degree of enthusiasm and commitment and ability to advocate and promote on behalf of the Museum and demonstrated interest in the full range of museum operations. Willingness to participate constructively in a wide range of museum activities.
9. Ability to participate in Exhibition installation and deinstallation when required.

Highly Desirable

1. Facilities or building services maintenance or management experience.
2. Substantial demonstrated ability to work unsupervised.
3. A good level of written and oral communication skills, including the ability to interact with levels of staff/community and utilise negotiation skills.
4. Any trade certificates or qualifications